UNITED STATES POSTAL SERVICE™

Publication for Streamlined Mail Entry for Letters and Flats

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1 INTRODUCTION TO STREAMLINED MAIL ENTRY FOR LETTERS AND FLATS

The Postal Service™ has several key initiatives to streamline the acceptance, induction, and verification of commercial card, letter, and flat mailings: full-service Intelligent Mail, Move Update, eInduction, and Seamless Acceptance. These key initiatives leverage existing technology to:

- Improve mail quality by sharing information on mail preparation, identification of trends, and trend-based quality measurements

- Simplify the induction of mailings through automated and standardized acceptance, verification, and induction processes

- Provide end-to-end visibility through scan data

- Enable customers, through an account management portal, to manage account activities, view account balances, and generate reports based on mailings

1.1 Streamlined Mail Entry

Streamlined mail entry is achieved through the adoption and implementation of the Postal Service's key initiatives, including:

- **Full-Service:** full-service (DMM 705.23) uses Intelligent Mail barcodes (IMb™) on all mailpieces, handling units (trays, sacks) and mail containers. It is available for automation and carrier-route First-Class Mail™, Periodicals, Standard Mail®, and Bound Printed Matter cards, letters, and flats. Verifications are performed to ensure mailer compliance with the program requirements.

- **Move Update**: At a future date, USPS® will transition the verification of Move Update compliance from using samples on MERLIN to census verification. The Move Update standard (Domestic Mail Manual (DMM®) 602.5) requires the periodic matching of a mailer's address records with customer-filed change-of-address orders maintained by the USPS. The mailers have to reconcile their mailing address list within 95 days of the postage statement finalization date with one of the USPS-approved methods or an additional surcharge will be assessed. The verification results shared for this verification are informational only.

- **eInduction**: The electronic Induction process simplifies the induction of drop shipments and expedited plant load mailings by leveraging eDoc, Intelligent Mail Container barcodes (IMcb), and handheld scanner technologies to verify the payment and preparation of commercial mail containers. eInduction eliminates the need for paper PS Forms 8125, 8017, 8125-CD and manual reconciliation at the entry facility.

- **Seamless Acceptance**: Seamless Acceptance automates the verification of commercial mailings by leveraging eDoc, IMbs, and information collected from both handheld sampling devices and mail processing equipment scans.

1.2 The Mailer Scorecard

For each of the streamlined mail entry initiatives a mailer is enrolled in, the Mailer Scorecard provides a dashboard view of all mailings submitted with a postage statement mailing date in a calendar month. Full-service, Move Update, eInduction, and Seamless Acceptance evaluate mail quality and mail preparation against established thresholds. The Mailer Scorecard provides information on the verification results within the initiative and evaluation against the appropriate thresholds.

The Mailer Scorecard includes five tabs, three of which include verification results:

- **Mailer Profile Tab:** For mailers submitting letter and flat mail, this tab provides a summary of volume by mail class, volume by postage statement submission method (mail.dat™, mail.XML™, postal wizard, IMsb, and hard-copy), and total postage paid to the USPS.

- **Electronic Verification Tab:** This tab is broken into five sections, electronically submitted volume, full-service electronic verifications, Move-Update, Entry Point and eDoc Nesting/Sortation. Currently only verifications performed on full-service requirements are eligible for assessment. For mailer participating in full-service, this tab displays results from the full-service verification or the future Move Update verification. Information is also provided on entry facility and eDoc presort validations which are not assessable.

- **eInduction Tab:** For mailers participating in eInduction, this tab provides an overview of the number of containers inducted at postal facilities and the number of eInduction verification errors

- **Seamless Acceptance Tab:** For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the automated verification results from MPE and sampling. For mailers not participating in Seamless or Seamless Parallel information is displayed for informational purposes only.

- **SPM Exclusions Tab**: For mailers participating in full-service, this tab provides information on pieces not included in USPS service performance measurement. The USPS measures the time for each full-service mailpiece from induction to delivery to identify if the USPS is meeting its published service standards. This tab includes information about the mailpieces that could not be measured due to the exclusion rules. Exclusions are based on data found in eDoc, sampling, and MPE.

There are drill-down reports available from the Mailer Scorecard to view detailed verification results information. Additionally, the Mailer Scorecard allows all data to be exported in a single PDF or Excel file. The Scorecard is accessible through the Business Customer Gateway. The Mailer Scorecard is available to the mailer who submitted the electronic documentation for the mailing (eDoc submitter), mail preparer and the mail owner.

1.2.1 Mail Owner View of the Mailer Scorecard

Mail owners have one path to view metrics within the Mailer Scorecard. The mail owner/mail preparer view allows the mail owner to view metrics against their mailpieces across all the mail service providers that have prepared mailings for them within a calendar month. Mail owners can only see results for mailpieces where they are identified as the mail owner in the eDoc. Mail owners can only see verification results for handling units and containers where they are identified as the mail owner for one or more pieces in the handling unit/container.

1.2.2 Mail Service Provider View of the Mailer Scorecard

There are two ways a mail service provider (MSP) can access data within the Mailer Scorecard. The **eDoc submitter** view provides a snapshot of all mailings submitted by a single Customer Registration ID (CRID) for a calendar month. If any of the established thresholds are exceeded from this view of the Mailer Scorecard, a postage assessment is generated. This view does not provide the MSP with a breakdown of mail owners whose mail contributed to the MSP's overall monthly volume.

To see verification results by mail owner, an MSP should log into the Scorecard from the mail owner/mail preparer view. This allows the MSP to view metrics for the mail owners for whom they have prepared mailings and were correctly identified as the mail preparer in eDoc for a calendar month.

1.2.3 Customer Registration Identifier (CRID)

Access to the Mailer Scorecard is controlled by the customer registration ID (CRID) associated to the user logged into the BCG. The USPS assigns a unique identification, the CRID to identify a customer's physical business location (address).

There should only be one CRID for each physical location. A company that has more than one CRID per location should contact the *PostalOne!* Helpdesk (1-800-522-9085 or postalone@usps.gov) to consolidate.

Any USPS Customer who registers through the Business Customer Gateway to do business electronically with the USPS will be assigned a CRID. Companies can also obtain a CRID for companies with which they are affiliated. Mail preparers who elect to use the CRID to identify a mail owner in their electronic documentation should obtain the CRID from the mail owner. A mail owner can look up their CRID through the company Profile link located on their Business Customer Gateway homepage. Another way to obtain a CRID is to open a permit at a BMEU location.

Data will be available on the eDoc submitter view of the Mailer Scorecard if the user is associated to a CRID that was used to submit eDoc during the calendar month.

Data will be available on the mail owner/mail preparer view of the Mailer Scorecard if the user is associated to a CRID was included in electronic documentation as either a mail owner or mail preparer during the calendar month.

1.2.4 Monthly Assessment

On the 11th day of the month, an assessment is generated if any threshold was exceeded for any of the initiatives (full-service, Move Update (future), eInduction, or Seamless Acceptance) for a mailing submitted in the previous month. An email will be sent to the Verification Assessment Evaluator (VAE) for each CRID participating in an initiative. The email will either notify the mailer that no assessment was generated or provide the assessment amount. Mailers will have 10 business days to respond to the assessment report and pay the postage due or request a review. Additional details of the assessment process are in Section 6: Postage Assessment of this publication.

2 FULL-SERVICE

2.1 Program Overview

The Postal Service offers the mailing industry two options for automation discounts: basic service and full-service. In a Basic Automation mailing, the IMb is not required to be unique and does not have to be submitted via eDoc. Full-service combines the use of unique barcodes on each mailpiece, tray and container with electronic submission of postage statements and documentation. Requirements for full-service are outlined in DMM 705.23.

2.1.1 Full-Service Benefits

Full-service offers benefits to mailers:

- **Track and Monitor Service**: Provide visibility into mailings with start-the-clock and tracking via barcode scan

  - Mailers can receive visibility and tracking information at the piece level through IMb tracing™. For more information: https://ribbs.usps.gov/index.cfm?page=confirm

  - Mailers can receive visibility and tracking information at the tray, sack and container tracking data with the Data Distribution/Informed Visibility dashboard. Mailers can also receive start-the-clock visibility. For more information: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ContainerTrayBundleVisibilityUserGuide.pdf

- **Additional per piece discount**: Per piece discount is available for cards, letters, and flats prepared as First-Class Mail, Periodicals, and Standard Mail letters and flats meeting eligibility requirements for automation or carrier route prices (except for Standard Mail ECR saturation flats), and Bound Printed Matter presorted or carrier route barcoded flats. This discount is provided on the postage statement.

- **Elimination of Permit Fees**: Waiver of annual presort mailing or destination entry fees for automation mailings of First-Class Mail cards, letters, and flats, Standard Mail letters and flats, or Bound Printed Matter flats. At least 90% of cumulative of Presort eligible pieces must be full-service to qualify for this waiver. This program is outlined in the DMM at 705.23.3.

- **Mail Anywhere**: Use one permit at any location via the Mail Anywhere program. Participation in the program is limited to eDoc submitters who prepare 90% or more of their eligible full-service volume as full-service and meet the quality thresholds for full-service electronic verification. For more information: https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailAnywhereCriteriaGuide.pdf

- **Address Change Service (ACS®)**: Free address change records will be provided on all full-service mailpieces using an ACS-requested STID associated to electronic documentation. Free ACS data is available through *PostalOne!*™ or Single Source ACS. For more information: https://ribbs.usps.gov/index.cfm?page=acs

- **Detached Mail Units: Effective November 1, 2014** mailers are required to prepare 75% of eligible mail as full-service to maintain a Detached Mail Unit (DMU) privileges including on-site

acceptance and/or transportation. Mailers who don't meet this requirement must bring their commercial mailings to a designated Business Mail Entry Unit with their own transportation.

2.2 Participation Criteria

First-Class Mail, Periodicals, and Standard Mail letters and flats meeting eligibility requirements for automation or carrier route prices (except for Standard Mail ECR saturation flats), and Bound Printed Matter presorted or carrier route barcoded flats, are eligible for full-service.

To participate in full-service Intelligent Mail, customers must meet the requirements

1. Ensure all containers, trays, sacks, and pieces have an appropriate unique barcode: IMb, IMtb, or IMcb
    o   IMb: https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces
    o   IMtb: https://ribbs.usps.gov/index.cfm?page=intellmailtraylabel
    o   IMcb: https://ribbs.usps.gov/index.cfm?page=intellmailcontainer

2. Use Pallets or approved alternate containers whenever a mailing is entered at the dock of a USPS-processing facility and meets minimum container/pallet volume requirements under DMM 705.8. Pallets may be prepared under the DMM preparation or, for First-Class, using a CSA. Additional information about palletization is available here: https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServicePalletizationFactSheet.pdf. Additional information about CSAs is available here: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf

3. Use an approved electronic method to transmit a postage statement and mailing documentation to the *PostalOne!* system

    o   Mail.dat, Mail.XML, Postal Wizard (mailings under 10,000 pieces), or IMSB
    o   Include relationship between each mailpiece, tray or sack, and container (Nesting/Sortation)
    o   Additional information about preparing electronic documentation (eDoc) for full-service is available here: https://ribbs.usps.gov/intelligentmail_schedule2016/releases/jan2016/techspecs.cfm

4. Accurately include required information in the eDoc:

    o   Mailer ID (MID)
    o   Service Type ID (STID)
    o   By/For identification for mail owner and mail preparer
    o   Barcode applied to each container, tray, sack, and piece
    o   Entry Facility
    o   Copal identification and submission

5. Schedule appointments through the Facility Access and Shipment Tracking (FAST®) system when deposited as a DNDC, DADC, or DSCF drop-shipment.

2.3 Full-Service Electronic Verifications

Full-service mailings require mailers to populate their eDoc with specific information about each container, handling unit and mailpiece. When the eDoc is submitted to *PostalOne!*, full-service validations are performed. These validations are detailed in the Mail.dat Technical Specification and Mail.XML Technical Specification here: https://ribbs.usps.gov/intelligentmail_schedule2016/releases/jan2016/techspecs.cfm. Electronic documentation must be correctly completed for eDoc acceptance and postage statement generation for a full-service or mixed-service mailing.

Mailers are given the full-service discount at the time of mailing. After the postage statement is finalized, verifications are performed on the electronic documentation to ensure full-service requirements are met. Verification errors will be logged against pieces that do not meet the full-service requirements.

These requirements have been identified as being postage assessment eligible when the total pieces in error, for a specific metric, have exceeded an established threshold. Only pieces over a threshold are eligible for assessment. Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail. Mailpieces may only lose the full-service discount once even if they are eligible for assessment in multiple error types. When a container or handling unit exceeds a threshold, all mailpieces in the container or handling units are eligible for assessment. For logical container and handling units, all pieces associated to the logical container or handling unit are eligible for assessment if one physical container or handling unit in the logical container or handling unit exceeds the threshold.

Note: Effective July 1, 2016, mailpieces from a mailing submitted with a postage statement mailing date in June over the established thresholds will be eligible for full-service assessment

2.3.1 Verification Process

Full-service verification is a five-step process:

1. In Step One, the mailer prepares the mailing and applies a unique Intelligent Mail barcode to each postcard, letter, and flat. Full-service requirements also include a unique Intelligent Mail tray barcode (IMtb) on each handling unit label when mail is prepared using trays or sacks, and a unique IMcb on the pallet or other container label when mail is containerized. The mailer uploads their eDoc containing all of this information to *PostalOne!*.

2. In Step Two, the eDoc is uploaded to the *PostalOne!* system where validations are performed for various full-service preparation requirements. Once the file is accepted without errors, the postage statement is created and visible to acceptance employees on the *PostalOne!* dashboard to finalize. The acceptance employees will finalize the postage statement when the mailing is presented for acceptance and verification.

3. In Step Three, the finalized eDoc is verified against the standards required for being a full-service mailing. Multiple items in the eDoc are verified automatically. For example, the barcodes in the eDoc are checked for correct elements such as a Mailer ID.

4. In Step Four, the Mailer Scorecard mail quality reports compile verification data across all systems and display these on the summary page of the Mailer Scorecard and through drill down reports. There is a 48-hour delay on data available on the Mailer scorecard and mail quality report. The mail quality reports are drilldown reports accessed from the Mailer Scorecard. The information allows for to trend reporting and analysis and detailed error information.

5. In Step Five, at the end of the calendar month, all results used to evaluate mail quality are displayed on the Mailer Scorecard. The display will default to showing the current month, with the ability to view up to the previous 13 months. If any thresholds were exceeded in the calendar month, an assessment will be generated to remove the full-service discount for mailpieces exceeding the threshold.
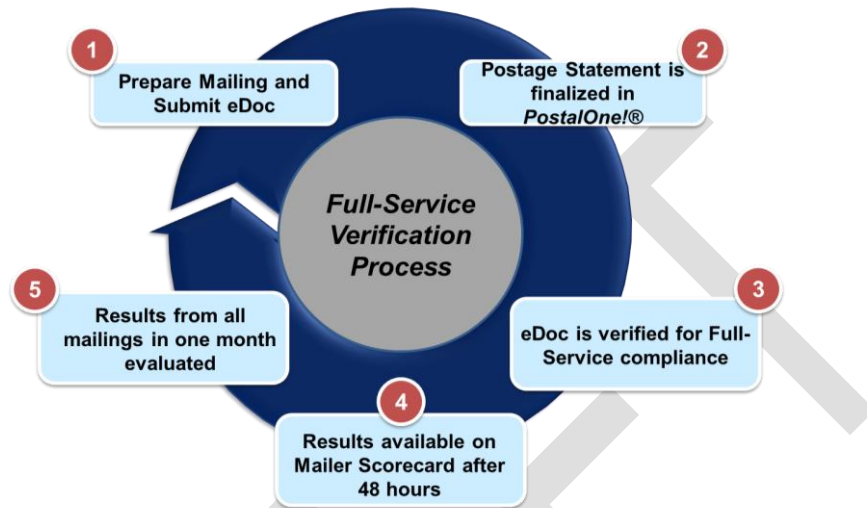
Figure 1: Full-Service Verification Process

The full-service requirement, thresholds, description of each requirement, error percentage calculation and specific error descriptions are listed below.

2.3.2 Mailer Identifier (MID)

It is a requirement of full-service to use a valid Mailer ID (MID) in the Container (IMcb), Handling Unit (IMtb) and Piece (IMb) barcodes. These barcodes are provided in the electronic documentation for evaluation. A valid MID is one that is valid and registered within the USPS systems. For more information on how to acquire or validate a MID:
https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf

The thresholds and a description of each MID error are included in the table below:

Error Type	Error	Threshold	Description
Valid MID	MID Container	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found This error is logged at the container level This error is derived from eDoc only
Valid MID	MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found This error is logged at the handling unit level This error is derived from eDoc only
Valid MID	MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found This error is logged at the piece level This error is derived from eDoc only

Table 1: MID Error Descriptions

For this error calculation, the numerator and denominator must be the same type of full-service element (both numerator and denominator are Containers, or both are Handling Units, or both are Pieces). The error percentage is calculated by dividing the number of full-service elements (Containers, Handling Units, or Pieces) with MID errors in eDoc by the number of Total full-service elements submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{(Number of Full-Service (Containers/Handling Units/Pieces) with MID errors in eDoc)}}{\text{(Total Full-Service (Containers/Handling Units/Pieces) submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to MID Verifications:

Full-Service Verifications	Error Code	Level	Description
MID Container Errors	7301	Container	The Mailer ID in the IMcb from the eDoc container record (.csm or Mail.XML "QualificationReport") is invalid or cannot be found
MID HU Errors	7302	Handling Unit	The Mailer ID in the IMtb from the eDoc handling unit record (.csm or Mail.XML "QualificationReport") is invalid or cannot be found
MID Piece Errors	7304	Piece	The Mailer ID in the IMb from the eDoc piece record (.pdr or Mail.XML Mailpiece) is invalid or cannot be found

Table 2: Mailer ID Error Codes

2.3.3 Service Type ID

It is a requirement of full-service to use the appropriate STID for the mail class and service level of the mailpiece in the IMb. These IMb are provided in the electronic documentation for evaluation.

The list of valid STIDs including the appropriate class and service level can be found here: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/AncillaryServices_STID_Detailed_Explanation.pdf

The thresholds and a description of each STID error are included in the table below:

Error Type	Error	Threshold	Description
Valid STID	STID	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece This error is logged at the piece level This error is derived from eDoc only

Table 3: STID Error Descriptions

The error percentage here is calculated by dividing the Number of full-service Pieces with STID errors in eDoc divided by the Total number of full-service Pieces submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{(Number of FS Pieces with STID errors in eDoc)}}{\text{(Number of FS pieces submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to STID Verifications:

Full-Service Verifications	Error Code	Level	Description
STID Errors	7401	Piece	The Service Type Identifier in the IMb from the eDoc piece record (.pdr or Mailpiece) is invalid
	7402	Piece	The Service Type Identifier in the IMb from the eDoc piece record (.pdr/.pbc or Mail.XML Mailpiece) indicates the piece is basic for a full-service or mixed job as indicated in the eDoc (.cqt or Mail.XML Mailpiece)
	7403	Piece	The Service Type Identifier in the IMb from the eDoc piece record (.pdr or Mail.XML Mailpiece) indicates a Mail Class that does not match the Mail Class in the eDoc (.seg or Mail.XML "QualificationReport")
	7407	Piece	The Service Type Identifier in the IMb from the eDoc piece record (.pdr/.pbc or Mailpiece) is invalid

Table 4: STID Error Codes

2.3.4 By/For

It is a requirement of full-service that mail service providers and mail owners be identified in eDoc by using either their Mailer ID (MID), Customer Registration ID (CRID), or Permit/Publication Number in the following applicable file field: Mailer ID of mail owner, CRID of mail owner, Mailer ID of Preparer, CRID of Preparer, Permit Number, Publication Number.

Often, mail owners use the services of a mail service provider to prepare and enter their mailings. When this situation occurs, the mail service provider is acting on behalf of the mail owner, creating a By/For relationship: the mail is prepared by the mail service provider, for the mail owner. Both the mail owner and mail preparer must be identified for all full-service mailings.

Exception: Mail owner information does not have to be provided when fewer than 5,000 pieces are in a mailing for a mail owner. For non-profit prices, a mail owner must be identified for every mailpiece claiming the non-profit rate.

Regardless of mailing size, MSPs that provide mail volume to other MSPs are still required to meet the By/For requirement if the mail volume provided to the second MSP is part of a mailing over 5,000 pieces prepared by the first MSP. For example, a well-known bank plans to mail 10,000 pieces. The bank provides all 10,000 pieces to "MSP A". "MSP A" mails 9,000 of the pieces and provides 1,000 pieces to "MSP B" for preparation. The mail owner must be identified in the eDoc by "MSP A". If "MSP B" is aware that the 1,000 pieces provided by "MSP A" were from a mailing over 5,000 pieces, or if "MSP B" is aware that the "bank" generally mails more than 5,000 pieces in a mailing they are required to provide mail owner information for those 1,000 pieces.

Mail.dat and Mail.XML have a number of options to reflect this relationship in the electronic documentation. The following orders of precedence are used to determine which fields to apply to identify the mail owner and mail preparer.

Mailpiece mail owner				
Order of Precedence	**Mail.dat File Reference**	**Field Name**	**Mail.XML Message Reference**	**Field Name**
1	.cpt	Mailer ID of mail owner	MailPieceCreateRequest message MailPieceBlockGroup, MailPieceBlock, MailOwner block	MailOwner MID6 or MailOwnerMID9
2	.mpa	Mailer ID of mail owner	MailPieceCreateRequest message MailPieceBlockGroup, MailPieceBlock, MailOwner block	CRID
3	.cpt	CRID of mail owner	QualificationReportCreateRequest message ContainerInfoData	MailOwnerCRID
4	.mpa	CRID of mail owner		
5	.mpa	Mail owner's Lcl Permit Ref Num/Int'l Bill Num and Type (must be within the same finance number of the Permit / Type / ZIP+4 in the .mpa)	MailPieceCreateRequest message MailPieceBlockGroup, MailPieceBlock, MailOwner block, PermitPublicationData block	PermitNumber, PermitType, PermitZIP4, or PublicationNumber (must be within the same finance number associated with the mailing group)
6	.mpa	USPS Publication Number	N/A	N/A

Table 5: Mail Owner By/For Order of Precedence

Mailpiece Mail Preparer				
Order of Precedence	**Mail.dat File Reference**	**Field Name**	**Mail.XML Message Reference**	**Field Name**
1	.mpa	Mailer ID of mail preparer	QualificationReportCreateRequest message QualificationReportPreparer block	MailerID6 or MailerID9
2	.mpa	CRID of mail preparer	QualificationReportCreateRequest message QualificationReportPreparer block	CRID
3	N/A	N/A	QualificationReportCreateRequest message QualificationReportPreparer block	PermitNumber, PermitType, PermitZIP4, or PublicationNumber (must be within the same finance number associated with the mailing group)

Table 6: Mailpiece Mail Preparer By/For Order of Precedence

For more information on how to acquire or validate a MID or CRID:
https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf

USPS systems flag CRIDs that have been identified as a mail preparer in a full-service eDoc within the last 90 days from the date that the eDoc is submitted. USPS also maintains a list of third-party mail service providers.

The USPS maintains a list of valid exceptions: mail owners who exclusively prepare and submit their own mailings. To be added to the exception list, contact the *PostalOne!* Help Desk at 1-800-522-9085 or postalone@usps.gov.

A By/For error is logged when the mail owner and mail preparer are not identified and/or accurate in the eDoc. The following scenarios will cause a By/For error:

1. No Valid mail preparer is identified: The mail preparer CRID or MID fields were blank in the eDoc or had invalid values.

2. No Valid mail owner is identified: The mail owner CRID, MID, Permit Number or Publication Number fields were blank in the eDoc or had invalid values.
   o **Exception:** No error will be logged if no mail owner information is provided in a mailing containing less than 5,000 total pieces. Note: While not required USPS strongly encourages mailers to populate the information.

3. Mail owner and the mail preparer are the same: Both the mail owner and mail preparer resolve to the same CRID.
   o Exception: When the mail preparer identifies their own organization as the valid mail owner. Typical examples of this can include but are not limited to Universities, Religious Organizations, Banks, Major Telecom companies.

4. Mail owner is a different mail preparer: The mail owner was previously identified as a mail preparer in a different eDoc submission submitted within the last 90 days or is on a static list of mail preparers.

If more than 5% of the volume for an eDoc submitter is from mail owners providing less than 5,000 mailpieces, the eDoc submitter may request a custom by/for threshold from the *PostalOne!* Help Desk at 1-800-522-9085 or postalone@usps.gov.

The eDoc submitter will be contacted by a BMS analyst to conduct a review of their mailings and set the custom threshold. Custom thresholds will take effect the first day of the month after they are set.

The thresholds and a description of each By/For error are included in the table below:

Error Type	Error	Threshold	Description
By/For	By/For	5% * * A custom by/for threshold may be set for an MSP who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per mailing	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc. Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? Is the mail owner also identified as the mail preparer within the same mailing? Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? This error is logged at the piece level This error is derived from eDoc only

Table 7: By/For Error Descriptions

The error percentage is calculated by dividing the number of full-service Pieces with By/For errors by the Total number of full-service pieces submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{(Number of FS Pieces with By/For errors in eDoc)}}{\text{(Total FS Pieces Submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to By/For Verifications:

Full-Service Verifications	Error Code	Level	Description
By/For Errors	7106	Piece	The mail preparer was not identified for the piece due to an invalid Mailer ID(.mpa)
	7107	Piece	The mail preparer was not identified for the piece due to an invalid CRID(.mpa)
	7108	Piece	The mail preparer was not identified for the piece due to an invalid Mailer ID(Mail.XML "QualificationReport")
	7109	Piece	The mail preparer was not identified for the piece due to an invalid CRID(Mail.XML "QualificationReport")
	7110	Piece	The mail preparer was not identified for the piece due to no mail preparer identifiers in the eDoc
	7111	Piece	The mail owner was not identified for the piece due to an invalid Mailer ID(.cpt)
	7112	Piece	The mail owner was not identified for the piece due to an invalid Mailer ID(.mpa)
	7113	Piece	The mail owner was not identified for the piece due to an invalid CRID(.cpt)
	7114	Piece	The mail owner was not identified for the piece due to an invalid CRID(.mpa)
	7115	Piece	The mail owner was not identified for the piece due to an invalid Mailer ID(Mail.XML Mailpiece)

Full-Service Verifications	Error Code	Level	Description
By/For Errors	7116	Piece	The mail owner was not identified for the piece due to an invalid CRID(Mail.XML Mailpiece)
	7117	Piece	The mail owner was not identified for the piece due to an invalid CRID(Mail.XML "QualificationReport")
	7118	Piece	The mail owner was not identified for the piece due to no mail owner identifiers in the eDoc
	7119	Piece	The mail owner was not identified for the piece due to invalid permit information(.mpa)
	7120	Piece	The mail owner was not identified for the piece due to invalid permit information(Mail.XML Mailpiece)
	7121	Piece	The mail preparer was not identified for the piece due to invalid permit information(Mail.XML "QualificationReport")
	7122	Piece Range	The mail preparer was not identified for the piece range due to invalid permit information(Mail.XML "QualificationReport")
	7123	Piece	The mail owner was not identified for the piece due to an invalid publication number (.mpa)
	7124	Piece	The mail owner was not identified for the piece due to an invalid publication number (Mail.XML Mailpiece)
	7125	Piece	The mail preparer was not identified for the piece due to an invalid publication number (Mail.XML "QualificationReport")
	7140	Piece	The mail owner and mail preparer were identified as same Business entity
	7142	Piece	The mail owner was identified as a mail preparer within the past 90 days
	7143	Piece	The mail owner was identified as a service provider in Postal systems

Table 8: By/For Errors

2.3.5 Barcode Uniqueness

It is a requirement of full-service to keep barcodes unique for 45 days across all mailers and mailings on containers, handling units, and pieces. The 45 day period is measured from the postage statement mailing date provided in the electronic documentation.

The following fields from each barcode are used to determine if the barcode is unique.

- IMb: Class from the STID, Mailer ID and Serial Number

  o Exception: For mailings less than 10,000 pieces where postage is affixed to the piece at the correct price OR all mailpieces are identical weight and separated by price, mailers may use an Identical Barcode Serial Number within a single mailing that must maintain uniqueness across mailings for 45 days.

- IMtb: Barcode Type, MID, Content Identifier (CIN), ZIP Code™, Serial

- IMcb: MID, Serial

In a mixed-service mailing, a mailing which includes mailpieces with both basic automation and full-service automation, all containers and handling units must include a unique IMcb and IMtb.

The IMb that was applied to, or planned to be applied to, a mail piece which was then spoiled or shorted in production may be re-used if the IMb is identified in eDoc as spoilage/shortage or if the IMb is removed from the eDoc. The IMb may not be re-used if the spoilage/shortage was report to the USPS using a Mail.dat .PAR record.

The thresholds and a description of each Barcode Uniqueness error are included in the table below:

Error Type	Error	Threshold	Description
Unique Barcode	Barcode Uniqueness Container	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode found in the eDoc is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc This error is logged at the container level This error is derived from eDoc only
Unique Barcode	Barcode Uniqueness Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode found in the eDoc is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc This error is logged at the handling unit level. This error is derived from eDoc only
Unique Barcode	Barcode Uniqueness Piece	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique. This error is logged at the piece level This error is derived from eDoc only

Table 9: Barcode Uniqueness Error Descriptions

For the Barcode Uniqueness error calculation, the numerator and denominator must be the same type of Full-service element (both numerator and denominator are Containers, or both are Handling Units, or both are Pieces). The error percentage is calculated by dividing the number of full-service elements with Barcode Uniqueness errors in eDoc by the number of Total full-service elements submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{(Number of FS (Containers/Handling Units/Pieces)with Barcode Uniqueness errors in eDoc)}}{\text{(Total FS (Containers/Handling Units/Pieces)submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to Barcode Uniqueness Verifications:

Full-Service Verifications	Error Code	Level	Description
Barcode Uniqueness (Container)	7501	Container	The same Container Barcode (IMcb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once across all mailings within 45 days based on the Postage Statement Mailing Date and across eDoc Sender CRIDs (.csm or Mail.XML "QualificationReport").
	7502	Container	The same Container Barcode(IMcb) from the eDoc(.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs and eDoc Sender CRID
	7503	Container	The same Container Barcode (IMcb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, within the same Job and eDoc Sender CRID
	7504	Container	The same Container Barcode (IMcb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRID
Barcode Uniqueness (Handling Unit)	7601	Handling Unit	The same Tray Barcode (IMtb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once across all mailings within the 45 days based on the Postage Statement Mailing Date and across eDoc Sender CRIDs (.csm or Mail.XML "QualificationReport")
	7603	Handling Unit	The same Tray Barcode (IMtb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, within the same Job and eDoc Sender CRID
	7604	Handling Unit	The same Tray Barcode (IMtb) from the eDoc (.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRID
	7605	Handling Unit	The same Tray Barcode(IMtb) from the eDoc(.csm or Mail.XML "QualificationReport") was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs and eDoc Sender CRIDs

Full-Service Verifications	Error Code	Level	Description
Barcode Uniqueness (Piece)	7702	Piece	The same Piece Barcode (IMb) from the eDoc (.csm or Mail.XML Mailpiece) was used more than once across all eDoc Sender CRIDs within the 45 days based on the Postage Statement Mailing Date (.csm or Mail.XML "QualificationReport")
	7703	Piece	The same Piece Barcode(IMb) from the eDoc(.pdr or Mail.XML Mailpiece) was used more than once within the 45 days from the Postage Statement Mailing Date, across Jobs and eDoc Sender CRIDs
	7704	Piece	The same Piece Barcode (IMb) from the eDoc (.pdr or Mail.XML Mailpiece) was used more than once within 45 days from the Postage Statement Mailing Date, within the same Job and eDoc Sender CRIDs
	7705	Piece	The same Piece Barcode (IMb) from the eDoc (.pdr or Mail.XML Mailpiece) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRIDs

Table 10: Barcode Uniqueness Errors

2.3.6 Entry Facility

It is a requirement of full-service to identify the entry location, using either a Locale key or ZIP Code, for every container or orphan handling unit. An orphan handling unit is a tray or sack that is not nested to a container. The locale key or ZIP code provided in the eDoc must be a valid location in the Facility File of the Drop Ship Product File.

The Drop Ship product is available from the FAST system here:
https://fast.usps.com/fast/fastApp/resources/dropShipFileDownload.action

The thresholds and a description of each Entry Facility error are included in the table below:

Error Type	Error	Threshold	Description
Entry Facility	Entry Facility Container	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service™ location in the Facility File of the Drop-Ship Product File This error is logged at the container level This error is derived from eDoc only
Entry Facility	Entry Facility Handling Unit	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File This error is logged at the handling unit level This error is derived from eDoc only

Table 11: Entry Facility Error Descriptions

The error percentage is calculated by dividing the number of full-service (Containers or orphan Handling Units) with Entry Facility errors in eDoc by the number of Total full-service (Containers or orphan Handling Units) submitted in eDoc. The numerator and denominator must be the same type of full-service elements (both containers or both orphan Handling Units).

$$\text{Error Percentage} = \frac{\text{(Number of FS (Containers/Handling Units) with Entry Facility errors in eDoc)}}{\text{(Total FS } (\frac{\text{Containers}}{\text{Orphan}}\text{Handling Units) submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to Entry Facility Verifications:

Full-Service Verifications	Error Code	Level	Description
Entry Facility (Container)	7016	Container	The entry facility identified by the Locale Key for the container within the eDoc was unknown.
	7017	Container	The entry facility identified by the Postal Code for the container within the eDoc was unknown
Entry Facility (Handling Unit)	7018	Handling Unit	The entry facility identified by the Locale Key for the orphan handling unit within the eDoc was unknown
	7019	Handling Unit	The entry facility identified by the Postal Code for the orphan handling unit within the eDoc was unknown

Table 12: Entry Facility Errors

2.3.7 Unlinked Copal

It is a requirement of Full-Service that mailers who prepare mailings planned to become part of a co-

paletized mailing flag the "included in other documentation" field within the original eDoc submission. It is a requirement that the consolidator provide documentation within 14 days to properly identify the linkage of the trays or sacks to the container. Verifications are performed to ensure that co-palletization mailers have submitted a file linking the trays or sacks to the containers. Unlinked copal errors occur when a tray or virtual sack marked for co-palletization in eDoc for origin facility is not accounted for on the consolidators' eDoc within 14 days.

An unlinked copal warning is logged immediately when a handling unit is submitted in eDoc and marked for co-palletization in the "included in other documentation file". This warning is removed from the mailer scorecard when the handling unit is linked to a container in the consolidator's electronic documentation. The warning allows the original eDoc submitter to see if the consolidator has submitted the file linking the handling unit to the container. The warning is converted to an error if the linking file is not submitted within 14 days.

Additional information on how to prepare electronic documentation for co-palletization, review the Mail.dat Technical Specification or Mail.XML Technical Specification.

The thresholds and a description of each Unlinked Copal error are included in the table below:

Error Type	Error	Threshold	Description
Unlinked Copal	Unlinked Copal	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units This error is derived from eDoc only

Table 13: Unlinked Copal Error Descriptions

The error percentage is calculated by dividing the number of Trays and Virtual Sacks with Unlinked Copal errors in eDoc by the number of Total full-service Handling Units submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{(Trays/Virtual Sacks with Unlinked Copal errors in eDoc)}}{\text{(Total FS Handling Units or Virtual Sacks submitted in eDoc)}}$$

Any pieces eligible for assessment will be assessed the loss of the appropriate full-service discount determined by the class of the mail.

The table below describes all error codes related to Unlinked Copal Verifications:

Full-Service Verifications	Error Code	Level	Description
Unlinked Copal	M4000	Handling Unit	An .oci file or an "OriginalContainerLinkageCreateRequest" message in a consolidator job has not linked the origin tray as required
	M4002	Handling Unit	An "OriginalContainerLinkageCreateRequest" message has not linked the origin tray as required

Table 14: Unlinked Copal Errors

2.4 Full-Service Mail Quality Reports

After these verifications are performed, reports are provided to mailers through Mail Quality reports. The following sections describe the mail quality reports available to full-service mailers. For detailed guidance on how to access them, follow the steps outlined in the Guide to the Mailer Scorecard. For further information on navigating MicroStrategy Reports, please refer to the "Tips & Tricks" document available on RIBBS™.

2.4.1 Electronic Verification Tab in the Mailer Scorecard

The Electronic Verification tab provides full-service and Non full-service mail volume and verification results. The Electronic Verification tab is broken into the following five components, each of which is detailed in this section:

1. Volume Information
2. Full-service Verification
3. Move/Update Validation
4. Entry Point Validation
5. eDoc Nesting/Sortation Validation

Figure 2: Electronic Verification tab of the Mailer Scorecard

The first component of the Electronic Verification tab provides the count of containers, handling units, and pieces that were provided in the eDoc and included in the verification results on this tab.

The second section displays the results of verifications performed by validating information provided in eDoc. These results are aggregated over a calendar month. These are the verifications that are critical to the Postage Assessment process, explained in more detail in Section 6. Postage Assessment of this Publication. As such, mailers are encouraged to view the Scorecard regularly to identify areas that need attention in an effort to help improve their mail quality. Note: Since error thresholds are evaluated by percentage, it is helpful to look at the scorecard using the percent Metrics view. To do this, click on the percent Metrics button listed as a viewing option underneath the Verification Tabs as shown in the figure above.

The third section of the Electronic Verification tab is covered in more detail in Section 3. Move Update of this Publication.

The fourth section of the Electronic Verification tab covers Entry Point Validation, which checks the accuracy of the USPS entry facility in the eDoc against the Mail Direction File (MDF). This validation ensures the entry point in the eDoc is valid for the combination of container, destination, and entry discount claimed on the postage statement mailing date. At this time, this information is for display only.

Finally, the fifth section of the Electronic Verification tab covers the eDoc nesting/sortation validation. Currently, presort preparation is verified through a manual presort or MERLIN verification process for any mailer not participating in the Seamless Acceptance program. This validation checks if the bundles, trays, sacks, or containers in the eDoc were created as required by the Domestic Mail Manual (DMM) and whether active labeling lists were used, based on the postage statement mailing date. This includes checks for depth-of-sort, minimum piece counts, weights, and rates paid. At this time, this information is for display only.

2.4.2   Drill-down Reports

When a full-service electronic verification fails, an error is recorded and displays on the scorecard. When investigating an error, a mailer selects its CRID on the Scorecard, which leads to a listing by error type. The mailer can then generate detailed reports that isolate the source of an error (see Figure 3). Although the results of the full-service verification process are compiled over a one calendar month period and measured against established thresholds, the results are refreshed on the Mailer Scorecard on a daily basis to provide current mail quality trend information.
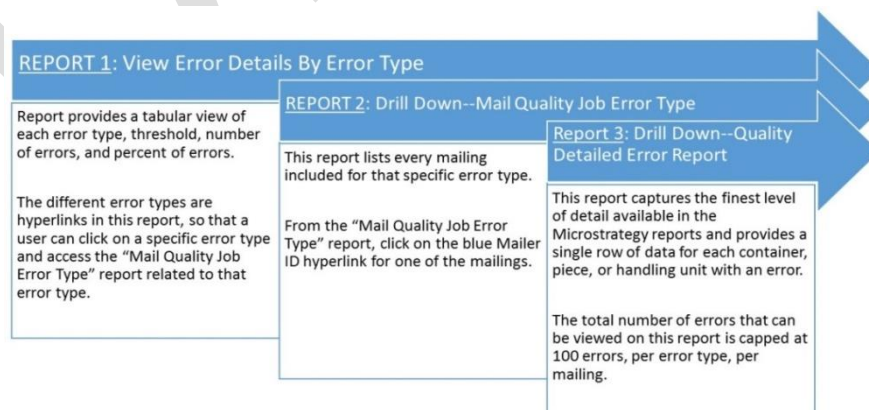

Figure 3: View Error Detail By Error Type

3 MOVE UPDATE (FUTURE INITIATIVE, INFORMATION ONLY)

3.1 Program Overview

The Move Update standard requires the periodic matching of a mailer's address records with customer-filed change-of-address orders maintained by the USPS. The mailers have to reconcile their mailing address list within 95 days of the postage statement finalization date with one of the USPS-approved methods or an additional surcharge will be assessed. The Move Update Census Method, pending regulatory approvals, will replace traditional MERLIN Move Update methods for mailers submitting 75% or more full-service volume.

The Postal Service has established a new method for evaluating move update compliance and assessing errors as mail is processed through the mailstream by using data collected from Mail Processing Equipment. The results of the verification will be displayed on the Electronic Verification tab of the Mailer Scorecard.

3.1.1 Census Move Update Process

With 85% of full-service mailing volume and growing, the Postal Service is pursuing initiatives to migrate from the Merlin sampling approach to the census approach in the near future. This new approach will result in several benefits, including enhanced mailing visibility and improved mail quality metrics over all mailings within a calendar month rather than sampled mailings.

The census approach is a much more robust method in assessing Move Update compliance. Specifically, with the census approach, Move Update compliance is measured across all mailings within a calendar month.

1. In the first step, mailpieces are scanned on the Mail Processing Equipment (MPE)

2. Subsequently, as the mailpieces go through the equipment, the address information is captured from the piece and sent electronically to the National Customer Service Center in Memphis to see if there is a Change-of-Address on file. If the mailer did not use the updated address indicated in the Change of Address on file and the Change-of-Address "filing date" is between 95 days and 18 months of the postage statement finalization date, the piece would be identified as an error.

3. Finally, the data is collected and reported on the Mailer Scorecard under the eDoc submitter CRID as well as the mail owner view of the Mailer Scorecard.

3.2 Participation Criteria

Move Update Census Method applies to customers who:

- Submit 75% or greater full-service volume for the calendar month
- Use eDoc to submit mailing information

The Move Update requirement applies to commercial mailers with: First-Class Mail presorted or automation prices, First-Class Package Service presorted parcel prices, Parcel Select Lightweight Prices and all Standard Mail. Mailers who present mixed mailings that pertain to at least one of the above mentioned categories are still subjected to the Move Update Standard. Other mailers not mentioned in the above categories are still advised to keep their mailing address list current, to reduce undeliverable mail and operational strain.

Periodical Mail is a special case; although Move Update standard stated in DMM 602.5 does not specify periodical mail, DMM 507.1.5.2 states that Address Correction Service is mandatory for all Periodicals publications and the address correction service fee must be paid for each notice issued..

Details on the method to maintain address lists for Move Update compliance can be found at ribbs.usps.gov/move_update/documents/tech_guides/GuidetoMoveUpdate.pdf

If the mailpieces are undeliverable, they will be intercepted and directed either to the Postal Automation Redirection System, known as PARS, or Computerized Forwarding System, known as CFS. The chosen system will depend on the ACS method. As the mailpieces go through PARS or CFS, change of address information are created when possible and transmitted to the mailers electronically.

3.3   Move Update Exceptions

There are two alternative methods for compliance that are available under very limited circumstances – 99 Percent Accuracy and Legal Restraint. Mailers participating in either method will not be subject to census Move Update verification.

3.3.1   99 Percent Accuracy

Some mailers assert that their customers diligently notify them of address changes, making their address lists as accurate as possible. They believe that the Postal Service Move Update methods are unnecessary and add no value to their mailings. Under these circumstances, mailers who can demonstrate that their internal list management maintains address quality at 99 percent or greater accuracy for changes of address may be authorized to comply with the Move Update standard through the 99 percent Accuracy method.

To use the 99 percent Accuracy method, applicants must first complete and return the 99 percent Mailer Move Update Processing Order Form along with a copy of the completed PS Form 3553. Please see the 99% Testing

3.3.2   Legal Restraint

Mailers of First-Class Mail® and First-Class Package Service pieces who assert they are restricted by law from incorporating Postal Service COA information onto their mailpieces without permission from addressees may request NCSC approval to meet their Move Update standard using the Legal Restraint method. To qualify for Legal Restraint exemption, mailers must identify by citation the specific legal restriction, including copies of the statues or regulations that prohibit the immediate use of change-of-address information from a primary method of Move Update compliance.

A mail preparer or mail owner on the approved list for legal restraint will not have Move Update errors logged when correctly identified in eDoc.

3.4   Move Update Verification

A Move Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date. This error is derived from scans on MPE.

Error Type	Threshold	Error Type Description
Move Update	.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date.

Table 15: Move Update Error Description

The Move Update metric threshold is currently set at point 8 percent (0.8%). The calculation for this threshold is the number of Change of Address Errors divided by the number of Move Update Eligible Pieces.

The error percentage is calculated by dividing the number of Change of Address errors by the number of Move Update Eligible Pieces submitted in eDoc.

$$\text{Error Percentage} = \frac{\text{Change of Address Errors}}{\text{Move Update Eligible Pieces submitted in eDoc}}$$

In the future, any pieces eligible for assessment will be assessed the appropriate Move Update surcharge.

The table below describes all error codes related to the Move Update Verification:

Error Code	Error Description	Resolution
6000	The mail piece received more than one associated COA record where the later of the COA create date and COA effective date is between 95 days and 18 months (configurable) of the postage statement finalization date	Populate the delivery point in positions 21-31 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMB block of the Mail.XML with a delivery point that has not received a Change of Address notification more than 94 days ago
7907	A mail piece received an associated COA record where the later of the COA create date and COA effective date is between 95 days and 18 months	Populate the delivery point in positions 21-31 of the IM Barcode with a delivery point that has not received a Change of Address notification more than 94 days ago

Table 16: Move Update Errors

There are also Move Update warnings available on the detailed Mail Quality reports. These warnings give additional information about mailpieces that were not deliverable as addressed but did not generate a COA.

Error Code	Error Description	Resolution
6001	The mail piece was undeliverable as addressed and received an associated Nixie (Return) record	Populate the delivery point in positions 21-31 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMB block of the Mail.XML with a valid delivery point. UP3
6002	The mail piece was undeliverable as addressed because the IMb delivery point and USPS identified routing delivery point do not match	Populate a delivery point in positions 21-31 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMB block of the Mail.XML with a valid Destination ZIP Code

Table 17: Move Update Warnings

3.5 Move Update Mail Quality Report

The Move Update metric is available to view on the Electronic Verification tab of the Mailer Scorecard, circled in red below.

Figure 4: Mailer Scorecard

After this verification is performed, reports are provided to mailers through Mail Quality reports. The following sections describe the mail quality reports available to full-service mailers. For detailed guidance on how to access them, follow the steps outlined in the Guide to the Mailer Scorecard at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuideToMailerScorecard.pdf For further information on navigating MicroStrategy Reports, please refer to the "Tips & Tricks" document available on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MicroStrategyTipsandTricks.pdf.

3.5.1 Electronic Verification Tab in the Mailer Scorecard

The Electronic Verification tab provides full-service and Non full-service mail volume and verification results. The Electronic Verification tab is broken into the following five components, each of which is detailed in this section:

1. Volume Information
2. Full-service Verification
3. Move/Update Validation
4. Entry Point Validation
5. eDoc Nesting/Sortation Validation

The first component of the Electronic Verification tab provides the count of containers, handling units (trays, sacks), and mailpieces that were provided in the eDoc and included in the verification results on this tab.

The second section is covered in more detail in 2. Full-Service of this Publication.

The third section of the Electronic Verification tab provides the Move Update errors.

The fourth section of the Electronic Verification tab covers Entry Point Validation, which checks the correctness of the USPS entry facility in the eDoc against the Mail Direction File (MDF). This validation ensures the entry point in the eDoc is valid for the combination of container, destination, and entry discount claimed on the postage statement mailing date. At this time, this information is for display only.

Finally, the fifth section of the Electronic Verification tab covers the eDoc nesting/sortation validation. Currently, presort preparation is verified through a manual presort or MERLIN verification process for any mailer not participating in the Seamless Acceptance program. This validation checks if the bundles, trays, sacks, or containers in the eDoc were created as required by the Domestic Mail Manual (DMM) and whether active labeling lists were used, based on the postage statement mailing date. This includes checks for depth-of-sort, minimum piece counts, weights, and rates paid. At this time, this information is for display only.

3.5.2 Drill-down Reports

When a Move Update verification fails, an error is recorded and displays on the scorecard. When investigating an error, a mailer simply selects its CRID on the Scorecard, which leads to a listing by error type. The mailer can then generate detailed reports that isolate the source of an error (see Figure 5). Although the results of the Move Update verification process are compiled over a one calendar month period and measured against established thresholds, the results are refreshed on the Mailer Scorecard on a daily basis to provide current mail quality trend information.
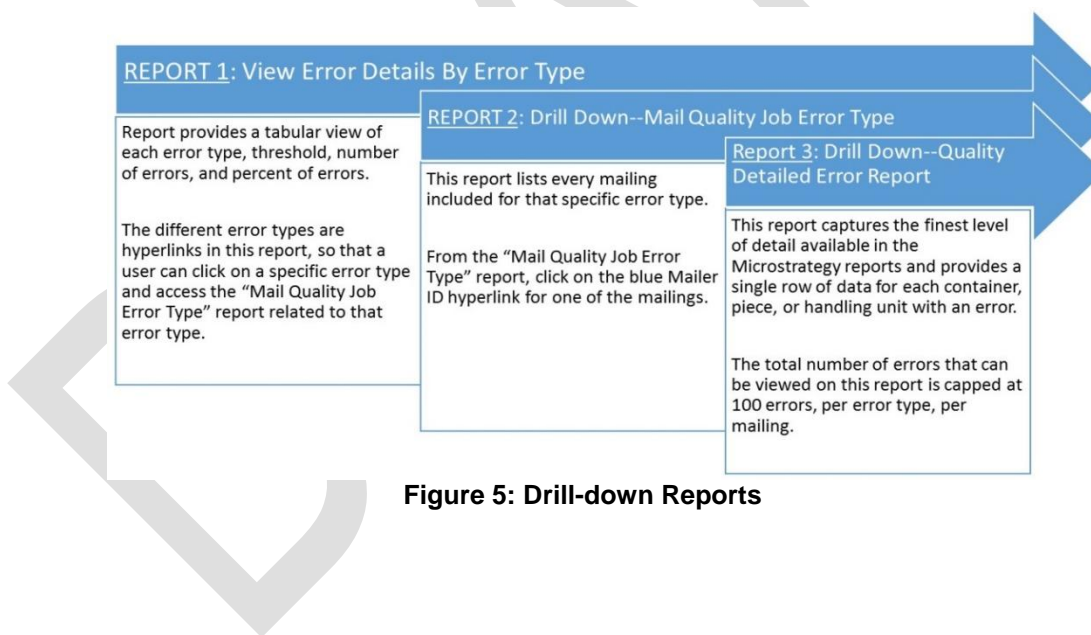
REPORT 1: View Error Details By Error Type

Report provides a tabular view of each error type, threshold, number of errors, and percent of errors.

The different error types are hyperlinks in this report, so that a user can click on a specific error type and access the "Mail Quality Job Error Type" report related to that error type.

REPORT 2: Drill Down--Mail Quality Job Error Type

This report lists every mailing included for that specific error type.

From the "Mail Quality Job Error Type" report, click on the blue Mailer ID hyperlink for one of the mailings.

Report 3: Drill Down--Quality Detailed Error Report

This report captures the finest level of detail available in the Microstrategy reports and provides a single row of data for each container, piece, or handling unit with an error.

The total number of errors that can be viewed on this report is capped at 100 errors, per error type, per mailing.

Figure 5: Drill-down Reports

4 eINDUCTION

4.1 Program Overview

The electronic Induction (eInduction) process streamlines the preparation and induction (how and where the mail physically enters the USPS mailstream) of drop shipments and expedited plant load mailings. eInduction links scans of Intelligent Mail Container Barcodes to eDoc information, allowing USPS to verify that postage was paid prior to accepting a mailer shipped container. eInduction eliminates the need for paper PS Forms 8125 and 8017 and 8125-CD and manual reconciliation at the entry facility. Correct postage payment is verified both at the entry facility and during post-induction processing in *PostalOne!*

4.1.1 eInduction Benefits

Participating mailers receive three key benefits:

1. **A streamlined mail induction process:** Increased use of data through eInduction speeds mail induction of containers. It enables quicker appointment processing in the Facility Access Shipment Tracking (FAST) online system, it eliminates the need for clerks to manually reconcile containers against paper documentation (PS Forms 8125 and 8017 and Form 8125-CD), and provides 24/7 appointment resolution.

2. **A more accurate mail preparation process:** Electronic processes simplify mail preparation, improve accuracy, and reduce delays, errors, and the possibility of rejection of shipment by an entry facility.

3. **A data-driven process enabling transparency and future improvements:** Improved reporting, coupled with scanning technologies deployed throughout the Postal Service network, enable an unprecedented level of visibility into the mailstream. Mailers have the tools to actively manage their accounts and understand what is happening to their mail at a container level.

4.1.2 eInduction Process
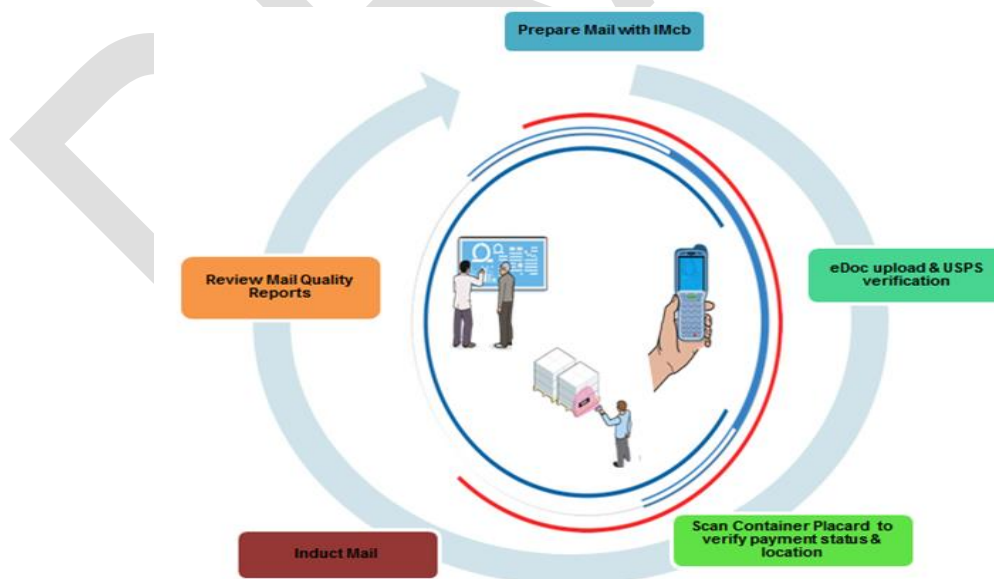
Figure 6: eInduction Program

1. Mailer prepares container for entry to USPS processing facility or delivery unit. The container includes a container placard with a unique IMcb.

2. Mailer includes information about the container including the planned entry location and IMcb in electronic documentation. The eDoc is uploaded to *PostalOne!*. A postage statement is generated from the eDoc and finalized either by the USPS acceptance employee or through autofinalization if participating in Seamless Acceptance. An 8125/8017 is not signed by the acceptance employee for any container participating in eInduction. Mailers are not permitted to ship eInduction containers to the entry point until all postage statements associated to the container are in FIN or FPP status (except as permitted under approved exception processes).

3. The mailer shipment arrives at the USPS facility, this arrival is noted on the FAST appointment created by the mailer. Containers for the USPS facility are taken off the truck to be scanned to verify payment and location. The USPS has two different types of scanning technology: Surface Visibility (SV) and non-SV. Information contained in the Mail Direction File provide locations which have the SV scanner. The process followed at the dock is different for the two types of sites.

   o SV: An SV site has a scanner which is capable of wireless communication. This allows the dock to check on the payment status and validate the entry location of each container as it is scanned. A container that is not paid or is entered at the wrong facility will be returned to the mailer/driver. The only exception is for a container entered with an eInduction Continuous MID in the IMcb.
   o Non-SV: A non-SV site has a scanner which does not have wireless communication. Data is collected at a non-SV site but payment status and entry location are not checked as the container is scanned. Containers with an IMcb will not be returned to the driver. Information is collected on all containers with an IMcb off-loaded from the appointment and all containers with an IMcb are subject to verification.

4. Containers are inducted into the USPS facility. USPS will confirm the payment status reported to dock employees prior to rejecting a container. This prevents rejecting a paid container due to a system failure or outage. If payment can be confirmed from USPS systems, dock employees will be instructed to accept the container. During system outages, USPS will implement contingency processes that allow for the entry of containers when dock employees are unable to determine container status.

5. Container verification results are available on the Mailer Scorecard or the Shipping Summary Report. eInduction verifies that each container is paid for, entered at the correct facility per the Mail Direction File for a drop-ship container, and that the mailpieces were eligible for the drop-ship discount received on the postage statement.

4.2 eInduction Participation Criteria

eInduction is available for mailer containers of letters and flats to USPS processing/delivery facilities that previously required a paper PS Form 8017/8125/8125-CD. General provisions for preparing and entering eInduction containers are included in the Domestic Mail Manual and Publication 804. Link (http://about.usps.com/publications/pub804.pdf) The basic participation criteria are:

1. Activate eDoc Submitter CRID for eInduction

   o Call FAST help desk at 1.877.569.6614 or FAST@usps.gov to begin the CRID activation process
   o Containers from inactive CRIDS cannot be entered using eInduction. These containers will be rejected at entry or subject to assessments for undocumented errors.

2. Prepare containers of commercial letters and flats.

   o First-Class cards, letters, flats; Standard letter or flats, Periodicals letters or flats, or BPM flats or parcels. Mailing types not eligible for eInduction include Parcel mailings or mailings with Priority Express Mail, Priority Mail, Package Select, Media Mail, Library Mail, or Parcel Return Service rate class.
   o Sacks or trays which are not included on a container (pallet, hamper, wire container, or APC) are not eligible

3. Placard all containers with Intelligent Mail container placards (2 per container on adjacent sides) that display the unique IMcb for that container.

4. For containers that include mailpieces with a drop-ship discount, determine the appropriate entry location using the Mail Direction File that will be in effect on the planned date of entry at the destination facility.

5. Schedule a FAST appointment for shipments to a USPS processing facility.

6. Submit electronic documentation for all eInduction containers

   o Mail.dat, Mail.XML, Postal Wizard
   o Include IMcb for each container. The IMcb must be unique for 45 days from the postage statement mailing date.
   o Flag container as participating in eInduction using the eInduction indicator field or by including an approved eInduction continuous MID in the IMcb
   o Include entry facility for each container

Full-service is not a requirement for eInduction participation, but it is strongly recommended that you do so.

4.3 Advanced and Optional Preparations

4.3.1 Accept Misshipped Containers Option

Mailers can choose to allow USPS to accept misshipped containers. These containers will be inducted into processing if entered at a different location than provided in the eDoc or allowed by the current Mail Direction File and USPS systems will log a misshipped error. The error may result in an assessment if the mailer has claimed destination entry discount rates on the container.

The Mail.Dat and Mail.XML Technical specifications detail how to identify containers as Accept Misship in the eDoc.

4.3.2 eInduction Continuous MID

Mailers who cannot generate a finalized postage statement 2 hours before container entry may request approval for an eInduction Continuous MID. MIDs may be flagged for eInduction Continuous via the Business Customer Gateway. The USPS must approve the mailer request before the mailer may participate in the continuous induction process.

Containers that include an approved Continuous MID in the container IMcb will be accepted at entry regardless of eDoc/payment status and entry location. Mailers are required to submit an eDoc and generate a finalized postage statement for all eInduction Continuous MID containers within 1 calendar day of the unload scan.

Any container that contains an eInduction Continuous MID in the IMcb is considered an eInduction container, regardless of how the eInduction field is completed in the mailer's eDoc. Mailers entering containers using an eInduction Continuous MID agree to pay any assessment that results from an error logged on the containers.

4.3.3 Logical Containers in eInduction

eInduction is available for mailings that contain logical containers. The logical container must have at least one physical container. All physical containers will inherit the eInduction status and entry facility information from the logical container. All physical containers must be placarded with an IMcb that is included in the eDoc for the mailing.

4.3.4 Drop Shipment Management Systems (DSMS)

Mailers using DSMS may participate in eInduction. Containers may not be released from a consolidator's facility until all postage statements associated to the container are in an **FIN** or **FPP** status and the shipment has been released by an USPS acceptance employee in the DSMS system.

Mailers may automate the DSMS release process for eInduction containers. USPS will validate that the DSMS system properly uses eInduction container status to authorize release of containers for shipment to the entry facility.

DSMS systems must not include eInduction containers on a PS Form 8125-CD. Business Mailer Support Analysts will audit DSMS systems to ensure compliance.

4.3.5 Consolidated Mailings

Mailers who consolidate mailings at the piece, handling unit and container level may participate in eInduction.

For mailings consolidated at the piece (co-mingle) or handling unit (co-pal or co-mail) level, all postage statements must be in an **FIN** or **FPP** status prior to shipment to a USPS entry point. Typically, the originator/mail owner is responsible for postage statement generation. The entity that creates the consolidated containers must submit an eDoc that contains the required information on the physical containers. This is typically the consolidator. The consolidator controls the eInduction status of the containers created and is considered the eDoc submitter for error logging.

Both parties in the consolidation process must have a CRID that is activated for eInduction.

Mailings consolidated at the container level have no special considerations for eInduction.

4.3.6 Modifying eInduction Container Status

Mailers and third parties may modify the eInduction status of a container prior to delivery to an USPS entry facility and after postage statement finalization. A container that moves from participating in eInduction (eInduction field = Y) to not participating (eInduction field = N) after departure from the verification location must be included on a PS Form 8017/8125/8125-CD when delivered to the USPS entry point. Container status must be updated 2 hours prior to induction. Details on updating container status with Mail.dat updates and Mail.XML messages are located in the *PostalOne!* Technical Specifications. For more information see the Mail.dat Technical Specification or Mail.XML Technical Specification.

4.3.7 Mixed Load

A mailer shipment may include both containers participating in eInduction and containers not participating in eInducton indicated by using paper PS8125/8017/8125CD on a single appointment.

4.4 eInduction Verifications

eInduction automated verifications take place at the entry point and post-induction to confirm correct postage payment for eInduction containers.

4.4.1 eDoc Upload

Upload validations occur when a Mail.dat or Mail.XML eDoc is submitted to *PostalOne!.* Upload validations can result in an error that blocks eDoc upload, or a warning that is provided for informational purposes but still allows eDoc upload. Upload validations will be displayed during the upload process through the Mail.dat client or Mail.XML harness, and on downstream reporting.

Validation Name	Definition	System *	Result
Barcode Presence	Container barcode is not present for containers flagged for eInduction	MDX	eDoc Upload Fail
Barcode Format	Container barcode is not twenty one characters or does not start with 99M	MDX	eDoc Upload Fail
Barcode Uniqueness	Container barcode must be unique amongst all finalized containers associated to the eDoc Sender CRID over the last forty five days.	MDX	Warning at eDoc upload
Barcode Uniqueness	Container barcode must be unique amongst all finalized containers over the last forty five days	MDX	Warning at eDoc upload
Barcode Uniquness	Container barcode must be unique within the submitted job	MDX	eDoc Upload Fail
Zone Discount	Zone on the postage statement does not match the zone retrieved from zone chart based on containers origin and destination ZIP.	MDX	Warning at eDoc upload
MDX equals either Mail.dat or MAIL.XML			

Table 18: Upload Validations

4.4.2 Pre-Induction Validations

Pre-Induction verifications take place in the *PostalOne!* system after the eDoc has been uploaded. Before sending the container release message to Surface Visibility, *PostalOne!* will verify the following:

- Postage is paid/finalized
- Entry Point Discount is valid
- IMcb Barcode is present and valid
- Barcode is on a single appointment, if linked with appointments (Optional)

These verifications run following successful eDoc upload, when *PostalOne!* moves container records the eInduction application. These verifications are re-run with any update to the container record (payment, appointment association, etc.). Verifications that result in a warning do not prevent the release of a container to FAST or SV.

Verification Name	Definition	System	Result
USPS Transported	A container marked with USPS Pick Up equal to **Y** should not be associated to an appointment	EIN	Pre-induction verification warning logged
Entry Point Discount	Locale key claimed in eDoc does not match a locale retrieved from the Mail Direction File based on the eDoc Entry Point for Entry Discount, Mail Class, Processing Category, and destination discount type.	EIN	Warning at eDoc upload
Entry Facility Warning	Planned Entry Location (Locale Key) does not equal the Valid Entry Facility (Locale Key) from the active Mail Direction File per the Mail Class, Processing Category, Container Destination ZIP & entry discount claimed	EIN	Pre-Induction verification warning logged

Table 19: Pre-Induction Validations

The eInduction system will verify whether all postage statements associated to an eInduction container are in **FIN** or **FPP** status prior to releasing a container. Containers going to an SV location must be released before they arrive at the facility.

If a postage statement needs to be reversed and re-submitted it is strongly recommended that mailers find a 2 hour window where containers are not being entered before reversing and resubmitting the postage statement

4.4.3 Entry Point Verifications (SV Sites Only)

Entry Point verifications only take place at sites enabled with the Surface Visibility system and scanners.

4.4.3.1 Undocumented/Payment

USPS systems will identify all containers that are undocumented in eDoc or not associated to a finalized postage statement. Dock employees will be instructed to reject these containers and return to the mailer/driver after resolving containers to nay 8017/8125/8125-CD forms presented and confirming container status with the helpdesk.

Containers that contain an eInduction Continuous MID in the barcode skip the Undocumented/Payment verification at the entry point and are accepted.

4.4.3.2 Misshipped

USPS systems will identify all containers that are delivered to an incorrect entry location per the Mail Direction File. Dock employees will be instructed to reject these containers and return to the mailer/driver.

Containers identified as Accept Misship = Y in the mailer's eDoc skip the misshipped verification at the entry point and are accepted.

4.4.3.3 Duplicate

USPS systems will identify when an IMcb has been scanned multiple times during the same appointment. Dock employees will be instructed verify that multiple containers with the same IMcb were scanned. When duplicate containers are discovered, the first container scanned will be accepted. Subsequent containers with the same IMcb will be rejected and returned to the mailer/driver.

4.4.4 Post-Induction Verifications

USPS systems perform six post-induction verifications on all accepted eInduction containers. Verification failures are logged as errors and count against the eDoc submitter's monthly error threshold. Errors in excess of the threshold may be subject to assessment. The error types and thresholds for eInduction verifications are located below:

4.4.4.1 Undocumented (Extra) Containers

USPS systems log the Undocumented error when a scanned and accepted eInduction container:

1. Cannot be located in electronic documentation submitted in the previous 45 day within 10 days of the scan date
2. Is associated to a postage statement in EST status.

The error description of the Undocumented error is below:

Error Type	Threshold	What is it?
(Extra) Undocumented	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not found in any eDoc or is included in an eDoc and associated to a postage statement in EST status. Mailers have a 10 day grace period to upload the eDoc after the container is scanned. No additional verifications are performed on Undocumented containers.

Table 20: Undocumented Error Description

Undocumented errors are only logged on EIN Continuous MID containers and all containers entered at facilities not enabled with the Surface Visibility system and scanners.

The error percentage for Undocumented is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with undocumented errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

Undocumented errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Each container above the threshold will be assessed the 30-day average postage for all containers and mail classes mailed by the eDoc submitter CRID.

For Mailers participating in Seamless Acceptance, Undocumented errors will be logged but not assessed.

The error codes for the Undocumented verification are below:

Error Code	Error Description	Error Resolution
UNDOC	Scanned/inducted container was not linked to a paid electronic documentation	Check that an eDoc has been successfully uploaded and accepted by *PostalOne!*
E28P	Scanned/inducted container found in electric documentation and associated to postage statement in EST status	• Update Container to "R" status • Have USPS acceptance employee finalize postage statement that contains associated container

Table 21: Undocumented Verification Error Codes

4.4.4.2 Payment Errors

USPS systems log Payment errors when a scanned and accepted eInduction container is associated to a postage statement that is not in a finalized status at the time of verification. This verification is only performed when the container can be associated to an eDoc.

The error description of the Payment errors is below:

Error Type	Threshold	What is it?
Payment	0.00%	A Payment error is logged when the postage statements for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status.

Table 22: Payment Error Description

The error percentage for payment errors is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with payment errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

Payment errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Each container above the threshold will be assessed the appropriate container charge as found on the unfinalized postage statement. For Mailers participating in Seamless Acceptance, Payment errors will be logged but not assessed.

The error code for the Payment error is below:

Error Code	Error Description	Error Resolution
E11P	eInduction container was not associated to a paid postage statement within 10 days of induction	• Check that container status was updated to "R" • Check that update file transmission was successful. Upload error validations may prevent the processing of an updated eDoc file/message • Ensure that USPS personnel have finalized UPD postage statements on the dashboard PRIOR to shipment of a container

Table 23: Payment Error Code

4.4.4.3 Duplicate Errors

USPS systems log Duplicate errors when an IMcb was scanned and accepted on a more than one appointment in the previous 45 days. This verification is only performed when the container can be associated to an eDoc.

The description of the duplicate error is below:

Error Type	Threshold	What is it?
Duplicate	0.17%	A Duplicate error is logged when the same IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date. An error is logged for the second and any subsequent containers received on a different appointments greater than 5 hours after the initial appointment.

Table 24: Duplicate Error Description

Duplicate errors are not logged if the duplicate scans take place within 5 hours of the original container scan.

The error percentage for duplicate errors is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with duplicate errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

Duplicate errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Additional postage will be determined by applying the postage paid for the original instance of the duplicate container to all subsequent duplicates.

The error code for the duplicate error is:

Error Code	Error Description	Error Resolution
E17P	Duplicate Barcode (Across appointments): The IMcb for this scanned/inducted container has been previously scanned/inducted on a different appointment in the previous 45 days.	Check that an eDoc does not contain any IMcb used across appointments for the previous 45 days.

Table 25: Duplicate Error Code

4.4.4.4 Misshipped Errors

USPS systems log Misshipped Errors when the container is delivered to an incorrect entry location per the Mail Direction File. This verification is only performed when the container can be associated to an eDoc.

The description of the misshipped error is below:

Error Type	Threshold	What is it?
Misshipped	1.05%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount.

Table 26: Misshipped Error Description

USPS only logs misshipped errors on eInduction Continuous MID containers, containers identified as Accept Misshipped = Y in eDoc, and all containers entered at facilities not enabled with the Surface Visibility system and scanners.

A misshipped error will not be logged if the container was offloaded by the USPS on the wrong stop of a multi-stop appointment. The appointment must be set-up as a multi-stop appointment within FAST.

USPS uses the version of the Mail Direction File in effect at the time the container was scanned/unloaded.

Valid entry location is determined using the Container Destination ZIP, Rate Class, Processing Category, and Container Entry Facility Type. All redirection locations are valid entry locations.

USPS systems will identify co-located facilities and not log misshipped errors when the entry facility is co-located with a valid entry facility.

The error percentage for misshipped errors is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with misshipped errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

Misshipped errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Additional postage will be determined by re-calculating the postage with entry discount ="None" and calculating the difference between the postage paid and the recalculated postage. The new postage amounts will the difference between the correct postage and the postage paid.

The error code for the misshipped error is below:

Error Code	Error Description	Error Resolution
E29P	The eInduction container was misshipped	• Logistics Planning: Ensure that planned container entry points are correct for the class, processing category and entry discount claimed. • Trailer Loading: Load trailer so that containers are separated by destination • Trailer Loading: Load containers on correct trailer • Driver Communication: Provide drivers with container counts per destination

Table 27: Misshipped Error Code

4.4.4.5 Entry Point Discount (EPD) Errors

USPS systems log EPD errors when the deepest entry discount claimed on pieces within a container is invalid at the actual entry facility, per the Mail Direction File. This verification is not performed on misshipped containers and is only performed when the container can be associated to an eDoc.

The description of the EPD error is below:

Error Type	Threshold	What is it?
Entry Point Discount (EPD)	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount.

Table 28: Entry Point Discount Description

EPD errors are logged at the container level and attributed to the eDoc Submitter.

USPS uses the version of the Mail Direction File in effect at the time the container was scanned/unloaded.

Valid entry discount is determined using the actual scan location, Rate Class, and Processing Category.

The error percentage for EPD errors is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with EPD errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

EPD errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Additional postage will be determined by re-calculating the postage with the correct entry discount and calculating the difference between the postage paid and the recalculated postage. The new postage amount will be the difference between the correct postage and the postage paid.

The error code for the EPD error is below:

Error Code	Error Description	Error Resolution
E4P	Per the active Mail Direction File, the deepest Entry Discount claimed for pieces linked to the container is invalid for the actual entry location (scan location), Mail Class (eDoc), and Processing Category (eDoc).	eDoc Preparation: Verify that entry discounts claimed are valid at planned entry locations

Table 29: Entry Point Discount Error Code

4.4.4.6 Zone Discount Errors

USPS systems log Zone Discount Errors when the Zone Discount is invalid at the actual entry facility.

The description of the Zone verification is below:

Error Type	Threshold	What is it?
Zone Discount (Periodicals and BPM Only)	0.01%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount.

Table 30: Zone Discount Error Description

Two separate processes verify Zone Discounts:

1. **Numeric Zone Discount:** USPS systems log errors when the claimed zone discount at the piece level is greater than the Zone Discount calculated between the actual entry point and the destination of the pieces.

   For USPS transported containers, the Zone Verification uses the verification ZIP as the origin in the zone calculation.

2. **Non-Numeric Zone Discount**: USPS systems logs zone errors when the deepest non-numeric zone discount claimed on pieces within a container is invalid at the actual entry facility, per the Mail Direction File.

   Non-numeric zone verifications are not performed on misshipped containers.

   Valid entry discount is determined using the actual scan location, Rate Class, and Processing Category.

This verification is only performed when the container can be associated to an eDoc. USPS uses the version of the USPS Zone Chart and Mail Direction File in effect at the time the container was scanned/unloaded.

The error percentage for Zone errors is:

$$\text{Error Percentage} = \frac{\text{\# of scanned containers with Zone errors}}{\text{\# of scanned containers (documented and undocumented)}}$$

Zone errors are logged on the Mailer Scorecard and are subject to assessment if the error % exceeds the error threshold during a calendar month.

Additional postage will be determined by re-calculating the postage with correct zone discount and calculating the difference between the postage paid and the recalculated postage. The new postage amounts will be the difference between the correct postage and the postage paid.

The error code for the Zone error is below:

Error Code	Error Description	Error Resolution
E13P	Per the active Zone Chart, the zone discount claimed is invalid for the actual entry location (scan location) and Destination ZIP (eDoc).	eDoc Preparation: Verify that entry discounts claimed are valid at planned entry locations

Table 31: Zone Discount Error Code

4.5 eInduction Mail Quality Reports

MicroStrategy reports, including the Mailer Scorecard, summarize eInduction **history**, allowing a summary of the entire calendar month, trending reports, and detailed error information. This information is available within 48-hours of container induction. MicroStrategy reports must be used to identify if a mailer is exceeding a threshold or to view additional postage due through a month. The MicroStrategy reports show data across all mailings for a CRID.

MicroStrategy offers eInduction reporting on the eInduction tab of the Mailer Scorecard and the eInduction Mailer Summary Report. To navigate to these reports in MicroStrategy, select 'Shared Reports' and select the 'Mailer Scorecard' or eInduction Reporting folder which will take you to the 'eInduction Mailer Summary Report'.

4.5.1 eInduction Tab of the Mailer Scorecard

The Mailer Scorecard provides a dashboard view of the results of the eInduction verification over a calendar month. It includes a tab on eInduction metrics for a selected CRID over a specified date range. Data from the eDoc submitted by the Mailer [NOTE: the term "mailer" is used to refer to the electronic documentation (eDoc) submitter who could be either the mail owner or the mail service provider], the Intelligent Mail container barcodes and the physical scans feed the eInduction tab of the Mailer Scorecard. The data is available the next calendar day after the Postage Statement is finalized and is available the next calendar day after the scan sampling event. The Mailer Scorecard is available for both eDoc Submitters (mail preparers) and mail owners. Mail owners will only see eInduction verification results for containers where they have pieces in which they are identified as the mail owner. For information on the Mailer Scorecard, reference the Guide to the Mailer Scorecard.

Figure 7: eInduction Tab of the Mailer Scorecard

4.5.2 Drill-down Reports

When an eInduction verification fails, an error is recorded and displays on the scorecard. When investigating an error, a mailer simply selects its CRID on the Scorecard, which leads to a listing by error type. The mailer can then generate detailed reports that isolate the source of an error (see Figure 8). Although the results of the eInduction verification process are compiled over a one calendar month period and measured against established thresholds, the results are refreshed on the Mailer Scorecard on a daily basis to provide current mail quality trend information.

REPORT 1: View Error Details By Error Type

Report provides a tabular view of each error type, threshold, number of errors, and percent of errors.

The different error types are hyperlinks in this report, so that a user can click on a specific error type and access the "Mail Quality Job Error Type" report related to that error type.

REPORT 2: Drill Down--Mail Quality Job Error Type

This report lists every mailing included for that specific error type.

From the "Mail Quality Job Error Type" report, click on the blue Mailer ID hyperlink for one of the mailings.

Report 3: Drill Down--Quality Detailed Error Report

This report captures the finest level of detail available in the Microstrategy reports and provides a single row of data for each container, piece, or handling unit with an error.

The total number of errors that can be viewed on this report is capped at 100 errors, per error type, per mailing.

Figure 8: Drill Down Report

4.5.3 Errors by Transportation Carrier Report

The Errors by Transportation Carrier Report displays eInduction Misshipped errors, errors broken out by individual jobs, and by transportation carrier CRIDs and appointment scheduler CRIDs. An eDoc submitter can view container errors for all Transportation carrier CRIDs and Appointment scheduler CRIDs. Transportation carriers and appointment schedulers can only view container errors for what they delivered.

5. SEAMLESS ACCEPTANCE

5.1 Program Overview

Seamless Acceptance leverages electronic documentation and Intelligent Mail barcodes on containers handling units (trays, sacks) and mailpieces that full-service provides. Mailpiece scans collected from mail processing equipment (MPE) and hand held scanning devices are reconciled to the mailer electronic documentation (eDoc) to confirm proper mail preparation for the discounts claimed and postage paid.

Mail is verified through the comparison of eDoc to MPE scans (called census verification), and the comparison of eDoc to scans from sampling (called sampling verification). The results of these Seamless Acceptance verifications are aggregated over a one-month period, measured against established thresholds, and displayed in the Mailer Scorecard under the Seamless Tab. When the mailer is participating in Seamless Acceptance or Seamless Parallel, the Seamless tab of the Scorecard is accessible to mail preparers, and mail owners. Data provided to non-Seamless mailers is informational only.

5.1.1 Seamless Acceptance Benefits

The benefits for mailers participating in this program are outlined in this document.

- Longer mail production cycle
- Standardized acceptance and verification process
- Verifications performed electronically reducing complexity
- Auto-finalization puts control of postage payment into the mailer's control
- Mailer Scorecard and associated reports allow for greater mail quality feedback and identification of trends
- Trend-based quality measurements allow USPS and the mailer to gauge quality over the calendar month instead of at a single mailing level
- Control over mail release without USPS intervention
- Mail Preparation Flexibility

5.1.1.1 Longer Mail Production Cycle

Seamless Acceptance does not require in depth up-front manual verification at either the Detached Mail Unit (DMU) or the Business Mail Entry Unit (BMEU). This allows the mail preparer to have a longer production cycle as only random sampling is performed at the DMU or BMEU pre-induction. Current time-consuming manual verifications, such as the Mail Piece Count Verification (MPCV), will no longer be required under Seamless Acceptance. Most verifications are fully automated based on electronic documentation (eDoc) and mail processing equipment (MPE) scans. Acceptance employees will manually capture data including weight, postage payment type and content eligibility during the sampling process which will be compared to the eDoc to determine discrepancies.

5.1.2 Standardized Acceptance and Verification

In the current verification environment, mail is verified manually by an acceptance employee before entry and finalization. The acceptance employee collects full-service initial verification mail samples, conducts requested in-depth verifications, and manually finalizes the postage statement.

Seamless Acceptance will automate the verification process, thus streamlining mail acceptance. Seamless Acceptance allows for a standardized acceptance and verification process for all mail preparers regardless of their production process and eliminates the need for Special Postage Payment Systems. There is a single streamlined standard operating procedure for acceptance employees to follow for verification. All existing manual verifications will be replaced with automated verifications except verification of weight, postage payment method and content eligibility; acceptance employees will gather this information through the manual sampling process. All gathered scans will be compared to the eDoc submitted and results will be displayed on the Mailer Scorecard.

5.1.3 Reduced Complexity

Seamless acceptance reduces the manual verification process, therefore reducing the complexity of verifications by streamlining mail acceptance using automated verifications.

5.1.4 Auto-Finalization

Mailers that participate in Seamless Acceptance will have their postage statements automatically finalized after a successful job submission. The postage statements will be finalized by the *PostalOne!* system on the Postage Statement Mailing Date that was submitted in the electronic documentation. Mailers must verify that the Permits/Account Numbers that are associated to their accounts are funded prior to postage statement finalization.

- Mailer submits eDoc (Mail.dat, Mail.XML, Postal Wizard, or Intelligent Mail for Small Business (IMsb)) to *PostalOne!* dashboard where it is placed in UPD status
- *PostalOne!* will perform balance checks on the payment account listed, for eDoc in UPD (Ready-to-Pay) status, every 24 hours beginning 2 days before the mailing date
- In the event of insufficient funds, an email will be sent to the Verification Assessment Evaluator (VAE) address defined by the mail preparer in the Business Customer Gateway (BCG)
- On the mailing date, *PostalOne!* will attempt to auto-finalize the mailing during periodic intervals
- If the statement does not auto-finalize on the mailing date, *PostalOne!* will attempt to auto-finalize for the next 14 days
- On the 15th day, the statement must be manually finalized by a BME employees after funds have been added to the account

5.1.5 Improved Feedback

For Seamless Acceptance the Mailer Scorecard provides a dashboard view of all mailings submitted in a calendar month. Seamless Acceptance verifications continue to be performed and errors are calculated on the mailings submitted during that month up until the 10th day of the following month. This aggregated data is updated daily, measured against established thresholds, and displayed on the Seamless tab of the Mailer Scorecard.

For all mailers the Seamless tab on the Mailer Scorecard provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc. Mail is verified by reviewing data within the eDoc, the comparison of eDoc to Mail Processing Equipment (MPE) scans, and the comparison of eDoc to sampling scans. All mailers are able to view Seamless verification results on their mailer scorecard. For non-Seamless mailers and mailers in Seamless Parallel this information is provided for informational purposes only. For mailers participating in Seamless Acceptance the information is provided to enable Mailers to resolve errors and avoid assessments.

The Seamless Mail Quality reports allow mail preparers and mail owners the ability to view detailed information for each Seamless verification error. The Error Details by Error Type report is the default report you can drill down to from the Mailer Scorecard, and it provides the detailed listing of error codes and number of errors. Next, you can drill down from the Error Details by Error Type Report to view the Mail Quality Detailed Error Report, which provides even greater error detail. Detailed information in this report includes potential resolution actions and additional error information to further investigate the issues. You can also right-click on a Customer Registration ID (CRID) in the Mailer Scorecard to drill down into the Mail Quality Detailed Error Report to review the error.

5.1.6 Trend-Based Quality Measurement

The current verification process determines quality based on a limited numbers of mailings and mailpieces. This process then extrapolates that quality across a single mailing. The Seamless verification process collects mailpiece barcode scans and samples which are then compared to the eDoc. Data collected over the entire calendar month will be used to evaluate quality. This new trend-based quality measurement is helpful in that a problem with a single mailing will not result in additional postage and individual mail preparation errors will not trigger an assessment by USPS. The mail preparation errors gathered over a calendar month are compared to error thresholds. Only preparation errors that exceed error thresholds may result in additional charges to the mailer. The improved feedback combined with the trend-based measurement allows mail preparers and mail owners the ability to correct issues before they would result in an additional postage assessment.

5.1.7 Control Over Release Timing

In order to maximize the benefits of Seamless Acceptance, participation in eInduction is required. If mail preparers are participating in Seamless and eInduction at 100%, USPS will allow them to perform their own Drop Shipment Management System (DSMS) releases and clearances alleviating the need to wait for an acceptance employee to release mailings. **This requires advanced approval from Business Mailer Support.**

5.1.8 Mail Preparation Flexibility

Under Seamless Acceptance, mail preparers will have additional flexibility in mail preparation. Some examples include:

- Present Permit Imprint mailings with no minimum volume requirements
- Additional flexibility in postage statement generation
- No Special Postage Payment System (SPPS) agreements resulting in less documentation

The minimum volume requirement for Permit Imprint mailings will not be enforced under Seamless Acceptance. This will allow mail preparers/mail owners to pay for small mailings using a permit and remove the need to meter the pieces.

5.1.9 Postage Statements

In Seamless Acceptance there will be greater flexibility in postage statement generation. Electronic documentation can be provided for small mailings including individual pallets. This process will allow postage statements to be generated for individual pallets, if needed, and will provide greater flexibility in transportation.

5.1.10 Special Postage Payment System Mailings

When a mailer enters Seamless Acceptance all Special Postage Payment System Mailing (SPPS) agreements are retired, including Optional Procedure Mailing Systems, Alternate Mailing Systems, and Manifest Mailing Systems. This will free up additional space on the envelope by not requiring manifest key lines.

Note: Mailings containing Single Piece may still be required to submit documentation.

5.2 Participation Criteria

Participation in the Seamless Acceptance process is limited to mailings and mailers that meet specific requirements for mail preparation, barcoding, and electronic documentation. Mailers must demonstrate their ability to meet minimum criteria in key mail data quality metrics prior to activating a location for Seamless Acceptance.

5.2.1 Mail Preparation

- Mail Class: First-Class, Periodicals, Standard, Bound Printed Matter Flats
- 90% of eligible full-service volume must be prepared as full-service
- Must participate in eInduction
- Processing Category: Letters, Cards, Flats
- Unique Intelligent Mail barcode (IMb) on all mailpieces

  o Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers
    - Each combination of Mailer ID (MID), Mail Class of the Service Type ID (STID), and serial number must be unique
    - Applies to automation and non-automation mailpieces

- Unique Intelligent Mail tray barcode (IMtb) on all trays

  o Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers
    - Each combination of MID and Serial Number must be unique

- Unique Intelligent Mail container barcode (IMcb) barcode on all containers

  o Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers
    - Each combination of MID and Serial Number must be unique

5.2.2 Electronic Documentation

Mailers must submit electronic documentation for all mailings in Mail.dat, Mail.XML, Postal Wizard, or Intelligent Mail Small Business (IMsb) format.

The following conditions in the electronic documentation must be met for Seamless Acceptance processing:

- Piece data must be submitted in the .pdr or .pbc file for Mail.dat or the MailPiece block for Mail.XML mailings
- All automation mailpieces must contain a 31-digit Intelligent Mail Barcode
- Non-automation mailpieces may include a 20, 25, 29, or 31-digit IMb
- For Full Service mail only, the Full Service Type ID must be included
- All handling units must contain a 24-digit Intelligent Mail Tray Barcode
- All containers must contain a 21-digit Intelligent Mail Container Barcode that begins with 99M

In addition, Mail.dat and Mail.XML upload validations specific to Seamless will not prevent upload in Parallel, but may need to be corrected before activation to Seamless Acceptance:

- A Valid CSA ID must be populated
- A Valid Reservation number must be populated
- Container barcode conforms to the 99M barcode format
- Entry Point Facility Type must not be 'N'
- Locale Key cannot be ORIGIN or LOCORIGIN.
- Logical Containers must be linked to physical siblings
- Logical Handling Units must be linked to physical siblings
- Number of Piece records must match the sum of the number of pieces in the container records
- Number of Pieces must be populated for physical mailings
- Physical containers have a unique 99M barcode within the past 45 days
- Physical handling units have a unique 24-digit tray barcode within the past 45 days
- Piece Barcodes must be within tolerable uniqueness threshold within a mailing if the mailing is not simple
- Piece records must be submitted
- Pieces must have a 20, 25, 29 or 31-digit barcode
- Populate the USPS Pickup indicator
- Scheduled Induction Date is populated when Reservation and Content ID fields are populated
- Scheduled Induction Time is populated when Reservation and Content ID fields are populated
- Scheduled Ship date is required when a container is scheduled for USPS Pickup
- Scheduled Ship date needs to be within 30 days of the Mailing Date
- Scheduled Ship time is required when a container is scheduled for USPS Pickup
- Tray barcode is 24 digits
- Verify Mail Class is valid for Seamless Acceptance
- Verify Postage Statement type is valid for Seamless Acceptance
- Verify Processing Category is valid for Seamless Acceptance

Only select upfront eDoc validations will be converted to errors when activated on Seamless, the rest will remain warnings in Seamless. Those that will become errors are:

- A Valid CSA ID must be populated
- A Valid Reservation number must be populated

- Container barcode conforms to the 99M barcode format
- Container barcode must be 21 digits
- Entry Point Facility Type must not be 'N'
- Number of Piece records must match the sum of the number of pieces in the container records
- Number of Pieces must be populated for physical mailings
- Physical containers have a unique 99M barcode within the past 45 days
- Physical handling units have a unique 24-digit tray barcode within the past 45 days
- Piece Barcodes must be within tolerable uniqueness threshold within a mailing if the mailing is not simple
- Piece records must be submitted
- Pieces must have a 20, 25, 29 or 31-digit barcode
- Populate the USPS Pickup indicator
- Tray barcode is 24 digits

For more information see the Mail.dat Technical Specification or Mail.XML Technical Specification. For new users it is suggested that electronic documentation be checked for accuracy by first uploading into the *PostalOne!* Test Environment for Mailers (TEM). Information regarding how to use TEM is available on RIBBS, Intelligent Mail, Guides & Specs, including the TEM Guides.

5.2.3 Co-palletization Criteria for Seamless Acceptance

Mailers that have their mailings co-palletized at another mailing facility must ensure that their mailings still meet Seamless participation criteria. Origin mailings should indicate the bundles/trays to be co-palletized by populating the 'Included in Other Documentation' field in the eDoc with 'O' or 'I'. Consolidators must create the Original Container Information file to link the origin containers to the consolidator mailing. Indicate the bundles/trays that are linked by populating the 'Included in Other Documentation' field in the eDoc with 'L'. In addition, the 'Included in Other Documentation' field must be left blank for Pallets in the consolidator mailing.

5.3 Seamless Parallel Program

Seamless Parallel is an intermediate step mailers must take before fully participating in Seamless Acceptance. During Parallel both traditional and Seamless verifications will be performed. Seamless Acceptance verifications will not result in additional postage during Parallel and auto-finalization (see section 5.4,1 Auto-Finalization) of postage statements will not occur. This will provide mailers the opportunity to start reviewing Seamless Acceptance data in the Mailer Scorecard.

Additional warnings are available to mailers in Seamless Parallel that help with the identification of errors that prevent mailers from participation in Seamless Acceptance. These additional warnings are generated when a mailer's eDoc is uploaded and validated. Warnings will not prevent a mailing from being accepted by *PostalOne!* for Seamless Parallel mailers, but would prevent the mailer eDoc from being accepted under Seamless Acceptance. These warnings are available to mailers through mail.dat/mail.xml response messages, and to BMS analysts through MicroStrategy reports. The BMS analysts will review a mailer's latest submissions to identify any outstanding warnings for Seamless Parallel that would cause errors under Seamless Acceptance. Mailers in Seamless will also receive Auto-Finalization warnings for insufficient permit balances.

eDoc and unique barcodes are required for all mail, including single-piece volume, at a facility before transitioning out of Seamless Parallel. All mailers who are mailing over 90% of their eligible volume as Full-service are eligible to have their CRIDs enabled for Seamless Parallel.

The USPS® requires mailers participating in the Seamless Acceptance program to uniquely barcode all of their pieces and document those barcodes in their electronic documentation. Pieces that are barcoded, but not included in electronic documentation, will be identified by USPS as "Undocumented" pieces. This means that USPS was unable to find an electronic record of payment for the piece.

In the event that a mailer is unable to document a barcoded piece in their electronic documentation the USPS will implement the following process:

Note: Steps 1-4 must be done during the Seamless Parallel phase

1. Make adjustments to mailer process to include these pieces in electronic documentation, if possible

2. Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation

3. Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc

4. USPS will validate the process used to provide the piece count

   a) Validation will include USPS personnel working with the mailer to:

      i.   USPS will provide a test sample of physical pieces

      ii.   USPS will observe the process to count the barcoded pieces that are not in eDoc

      iii. USPS will confirm that the mailer-provided count is accurate

5. When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance

6. On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:

   a) Barcoded pieces paid using a hardcopy postage statement

   b) Barcoded pieces paid using a meter

7. USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs

8. USPS will conduct periodic audits of the mailer process to provide the piece count

5.3.1 Seamless Admin Page

Each unique business location as defined by the CRID is set to Seamless Parallel (and later Seamless) using the Seamless Admin Page. This is performed by designated personnel at the USPS. This page is viewable by the mailer on the Business Customer Gateway (BCG) and displays your Seamless settings.

To access the page, follow these steps:

1. click on "Mailing Services:"
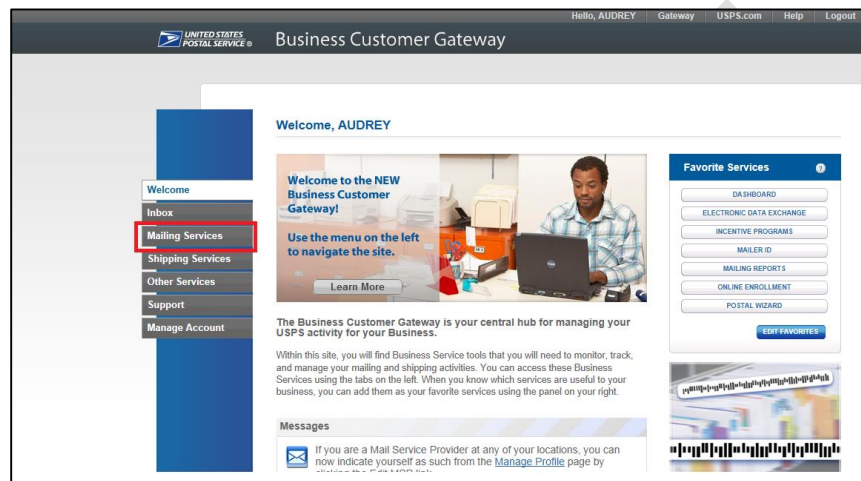
Figure 9: Seamless Admin Page Access

2. Once you have clicked on "Mailing Services", click on "Manage Permits" to access your associated business locations:
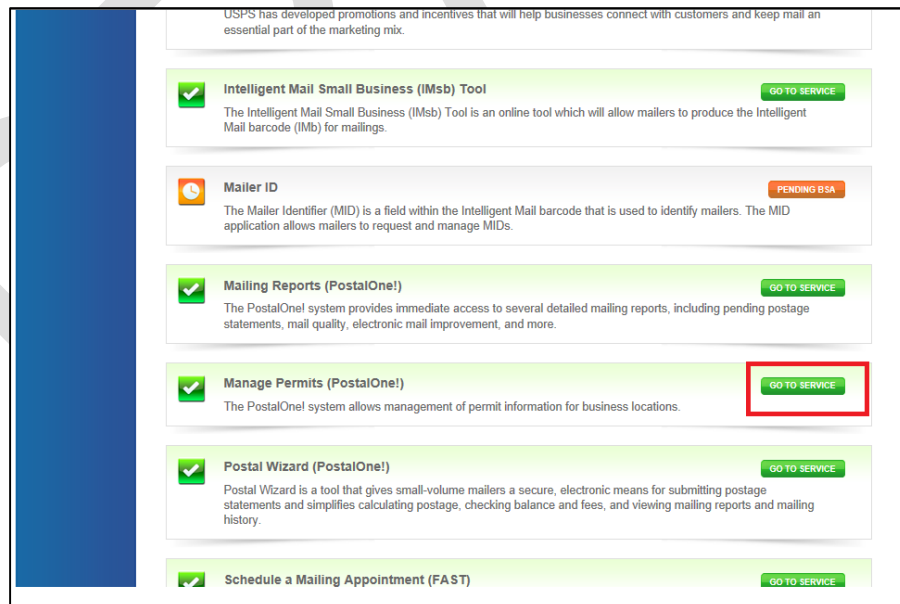
Figure 10: Seamless Admin Page Manage Permits

3. Select a business location:

Figure 11: Seamless Admin Page Business Locations

4. Once you have selected a business location, if that location is set to Seamless Parallel or Seamless Acceptance (Seamless Account Option) the link to your Seamless Account Profile will be enabled. Click on "Seamless Account Profile" at the bottom of your screen:

Figure 12: Seamless Admin Page Account Profile

5. Once you have clicked on the "Seamless Account Profile" link, you will be able to view the Seamless settings for that specific CRID:

Figure 13: Seamless Admin Page

6. Email addresses linked to your business location will be listed:

Figure 14: Seamless Admin Page Email Addresses

7. In Seamless, there is the option to assign a specified MID to an MSP's CRID for payment of undocumented pieces. The mailer can request to be responsible for all undocumented pieces for a specific MID, if mailing exclusively for that MID. The data distribution, the ACS distribution and Mail Quality reports will continue to be sent to the mail owner:

Figure 15: Seamless Admin Page MIDs

8. The Processing Categories enabled for Seamless processing will be listed under Authorized Processing Categories:

Figure 16: Seamless Admin Page Authorized Processing Categories

9. The Postage Statements enabled for Seamless processing will be listed under Eligible Postage Statements:

Figure 17: Seamless Admin Page Eligible Postage Statements

10. The Rate Qualifications enabled for Seamless processing will be listed under Authorized Rate Qualifications:

Figure 18: Seamless Admin Page Authorized Rate Qualification

11. Any traditional verifications that have been enabled will be listed under Quality Measures and Associated Verifications:

Quality Measurement Controls	Verification Method	Active
Barcode	Manual Barcode, MERLIN	☐
Bundle Preparation	Bundle Preparation	☐
Content	Content Eligibility	☐
Co-Palletized Mailing Errors	Co-Palletized Mailings	☐
Co-Palletized Consolidated Mailing Errors	Co-Palletized Consolidated Mailings	☐
Deflection Testing	Deflection Testing	☐
Digit String	MERLIN	☐
Documentation/Postage Statement Review	Documentation/Postage Statement Review	☐
Drop Shipment Management System Verification	Drop Shipment Management System Verification	☐
Full Service Error	Full Service Verification	☐
Labeling Review	Labeling Review	☐
Mailing Review	Mailing Review	☐
Mailpiece Review	Mailpiece Review	☐
Manifest Mail Sampling Error	Manifest Mail Sampling	☐
Move Update Validation	MERLIN	☐
Piece Count and Postage (PCP)	Mail Piece Count Verification	☐
Presort	MERLIN, Manual Presort	☐
Plant Verified Drop Shipment Verification	Plant Verified Drop Shipment Verification	☐
Short Paid	Manual Shortpaid	☐
Tap Test	Tap Test	☐
Weigh Verification Error	Weigh Entire Mailing	☐

Figure 19: Seamless Admin Page Quality Measures and Associated Verifications

12. Auto-finalization settings including thresholds for negative balances are listed under Auto-Finalization Thresholds and Assessment Reports.

Auto-Finalization Thresholds and Invoice Reports

Enable Auto-Finalization	◉ Yes ○ No
Auto-Finalization Difference Threshold($)	100
Auto-Finalization Percentage(%)	
Auto-Finalization Number of Days	0
Generate Invoice Reports	☐

Figure 20: Seamless Admin Page Auto-Finalization Thresholds

13. The BMS/BME employees assigned to investigate postage assessment reconciliations are listed under Analyst Assignment:

Analyst Assignment

Primary Reconciliation Analyst	
Secondary Reconciliation Analyst	
Default Refund Analyst	

Figure 21: Seamless Admin Page Analyst Assignment

14. The settings for reconciliation notifications are listed under Reconciliation Notifications:

Figure 22: Seamless Admin Page Reconciliation Notifications

15. If a Detached Mail Unit (DMU) cost center has been associated to a CRID, it will appear under DMU Profile:

Figure 23: Seamless Admin Page DMU Profile

If anything is listed here that you do not agree with please contact your BMS Analyst or BME Employee to discuss.

5.4   Seamless Acceptance Participation

Once a mailer has reduced Seamless Acceptance errors below thresholds they are eligible to transition out of Seamless Parallel into full Seamless Acceptance. The BMS analyst will help mailers transition out of Seamless Parallel by ensuring they have completed the following:

- Reviewed Undocumented reasons
- Reviewed eDoc Warnings
- Resolved eDoc Warnings
- Verify Unique MIDS have been associated to CRIDs for undocumented
- Confirmed list of MIDS owned are indicated in the BCG profile

The BMS analyst will complete other activities internally to finalize the transition to Full Seamless Acceptance enabling the mailer to realize the full benefits of Seamless Acceptance.

5.4.1   Auto-finalization

Mailers that are participating in Seamless Acceptance will have their postage statements automatically finalized after a successful job submission. The postage statements will be finalized by the *PostalOne!* system on the Postage Statement Mailing Date that was submitted in the electronic documentation at which point balance checks will be performed. Postage Statements will auto-finalize after the job is submitted on the designated Mailing Date, as listed in the Container Summary Record (.csm)file for Mail.dat submissions, or the Postage Statement Create, Periodicals Postage Statement Create, or Combined Periodicals Postage Statement Create messages for Mail.XML submissions. Mailers must verify that the Permits/Account Numbers that are associated to their accounts are funded prior to postage statement finalization.

5.4.1.1 Upload before Postage Statement Mailing Date

When the electronic documentation is uploaded to *PostalOne!* before the Postage Statement Mailing Date, the available balance of the permit(s) or account numbers will be checked beginning two days before the mailing date. The postage statement will auto-finalize on the postage statement mailing date for containers that are set to Ready-to-Pay (UPD) status during the next auto-finalization processing run.

5.4.1.2 Negative Balance Warnings

The system will generate a negative balance warning when the balance check is performed each day starting a configurable number of days (currently set to 2) prior to the Postage Statement Mailing Date, if the postage statement would require the account to have a negative balance but would remain within a configurable allowable threshold for that CRID. The appropriate USPS personnel will receive a system generated email to follow up with the mailer to resolve the potential negative balance. If the account is still negative but within the threshold on the day of the Postage Statement Mailing Date the postage will be added to an Override Report and auto-finalized. The appropriate USPS personnel will receive another system generated email to follow up with the mailer to inform them that their account has a negative balance resulting from an auto-finalized postage statement.

5.4.1.3 Negative Balance Errors

The system will generate a negative balance error when the balance check is performed each day starting a configurable number of days (currently set to 2) prior to the Postage Statement Mailing Date if the postage statement would require the account to have a negative balance and is outside of a configurable allowable threshold for that CRID. The appropriate USPS personnel and the mailer's Verification Assessment Evaluator (VAE) will receive a system generated email to follow up with the mailer to resolve the potential negative balance. If the account is still negative and outside the threshold on the day of the Postage Statement Mailing Date the postage will not be auto-finalized. The appropriate USPS personnel and the mailer's VAE will receive another system generated email to follow up with the mailer to inform them that a postage statement was prevented from being auto-finalized due to a negative balance outside of the threshold. The mailer will then have a configurable number of days (currently set to 14) to add the appropriate funds to the account so that the postage statement can be auto-finalized. After the configurable period, the postage statement will require manual finalization by an acceptance employee.

5.4.2 Upload On or After Postage Statement Mailing Date

When the electronic documentation is uploaded to *PostalOne!* on the Postage Statement Mailing Date, the postage statement will auto-finalize. This step is part of the postage statement generation process for containers, which occurs when containers are set to Ready-to-Pay (UPD) status and there are sufficient funds in the account(s).

If there are insufficient funds to cover the postage a negative balance email will automatically be sent to the VAE as listed for the CRID of the payment account in the BCG. If a VAE has not been assigned to the CRID, the emails will be sent to the Business Service Administrator (BSA) listed in the BCG. A negative balance email will also be sent to a designated USPS employee. The mailer and USPS employee must then ensure the impacted account(s) is funded. *PostalOne!* will continue to attempt to auto-finalize the mailing until the account(s) is funded or the 14 day auto-finalization period has passed. After the 14 day auto-finalization period, the mailing must be manually finalized by a USPS acceptance employee after funds have been added.

5.4.3 Confirmation Page for BMEU Entry

Mailers participating in Seamless Acceptance who are entering mail at the BMEU, which have a postage statement already auto-finalized, must arrive with the confirmation page. The confirmation page can be generated after the postage statement is uploaded to *PostalOne!.* This will allow the BMEU employees to confirm that mailing has already been paid for.

5.5 Seamless Acceptance Verifications

Seamless Acceptance Mailers are required to meet all Full Service requirements. Additionally Seamless mailers are required to ensure adequate balances are in place to allow for the auto-finalization of Postage Statements on the Postage Statement Mailing Date. After acceptance both manual sampling and MPE sampling will ensure that the mail has been prepared and presented as described in the eDoc submission.

5.5.1 Verification Process

In the current verification environment, mail is verified manually by a BME employee before entry and finalization. The BME employee collects full-service initial verification mail samples, conducts Performance-Based Verification (PBV) requested in-depth verifications, and manually finalizes the postage statement.

- Upon upload to *PostalOne!* the mailer's eDoc will be validated to ensure it has met the Seamless participation criteria.
- Postage statement will be finalized by the system on the Postage Statement Mailing Date.
- When prompted BME/DMU employee will perform a random sampling of mailings using the Full Service – Intelligent Mail Device (FS-IMD) as flagged based on mailer's sampling frequency or using the emulator tool.
  - Clerk will scan 1 container, 3 Sacks/Trays/Bundles, and 30 mailpieces.
- Mail Processing Equipment (MPE) scans will be collected as the mail is processed.
- Data gathered from the FS-IMD scans and MPE scans will be compared to the eDoc to identify mail preparation errors.

MPE or "census" data is used to evaluate mail quality through the following Seamless Acceptance verifications:

- Undocumented
- Nesting/Sortation (MPE)

FS-IMD or "sampling" data is used to evaluate mail quality through the following Seamless Acceptance verifications:

- Undocumented
- Weight
- Postage
- Mail Characteristic
- Barcode Quality

eDoc data is used to evaluate mail quality through the following Seamless Acceptance verifications:

- Delivery Point

The Postal Service has established two mail quality thresholds for each of the Seamless Acceptance verifications: the Mailer Contact threshold and the egregious threshold. This percentage is calculated based on individual mailpieces, handling units (trays/sacks), or containers and the corresponding data from eDoc records, physical samples, or MPE scan data.

Mail quality errors exceeding the Mailer Contact threshold indicate that a mailer is not consistently meeting the desired standard for that element of mail preparation. BME personnel will contact the mailer to discuss and assist in resolution. Prior to proposing the initial set of thresholds, the Postal Service analyzed existing mailer data and reviewed the results and methodologies in cooperation with the MTAC work groups. In the future, mailers will be assessed additional postage if the mailer contact threshold is exceeded for any verification.

Mail quality errors exceeding the egregious threshold indicate that a mailer has a potentially significant concern for that element of mail preparation. Mailers currently participating in Seamless Acceptance are being actively monitored by Business Mail Support (BMS) and Business Mail Entry (BME) personnel. Additional postage is currently being assessed manually for errors above the egregious threshold if no additional documentation can be provided to support the issue.

Mailers will continue to be responsible for ensuring postage payment for all mailpieces presented to the Postal Service, regardless of the undocumented threshold. For example, if an eDoc file is not uploaded or a postage statement is not finalized, postage has not been collected in *PostalOne!* for those pieces If a mailer becomes aware of such a situation, they are responsible for correcting the error and paying the appropriate postage.

5.5.2 Undocumented

An Undocumented error will be logged when a barcode gathered during sampling (FS-IMD) or MPE scan could not be associated to any eDoc submitted by any eDoc Submitter for the last 45 days. If no match is found, the system will continue to attempt to re-associate sampling scans and MPE scans for 3 days after the scan was received. Undocumented pieces will be reported after this 3 day re-association has expired. For sampling scans, the system will attempt to re-associate the FS-IMD to an eDoc for the full 45-day barcode uniqueness period. For MPE scans, the system will attempt to re-associate undocumented scans for an additional 7 days. As a result, some undocumented mail from sampling can be reported and later be removed from the report when a matching Intelligent Mail Container Barcode (IMcb), Intelligent Mail Tray Barcode (IMtb) or IMb can be found in electronic documentation.

There are some exclusions from the undocumented process which include:

- Piece scans with IMb length other than 20, 25, 29, or 31-digits
- Piece scans that did not associate due to the eDoc piece being non-unique
- Pieces that were scanned during the PARS operation (all OP Codes "90" or "93")
- Pieces with a Business Reply Mail STID

As the mail is scanned on Mail Processing Equipment (MPE) the "bookending" process is used to Identify and reassign undocumented pieces to the responsible CRID using the undocumented categorization. This process utilizes scan data to create reconstructed trays or bundle grouping used in the validation of Nesting/Sortation data provided in eDoc and scanned on MPE: MPE piece scans are grouped by processing facility, machine, and Operation Code to generate an assumed representation of the physical handling unit or bundle. The undocumented categories are displayed in the Undocumented Summary Report in MicroStrategy and the bookended pieces are viewable from the Undocumented Detail Report.

If the undocumented bookending process does not assign the undocumented piece to a responsible CRID, then the undocumented mail is assigned to the CRID that is associated to the MID included in the IMb, unless there is an undocumented override for the MID (see the section on the Seamless Admin Page). If a specific MID for a mail owner is always used by a specific mail service provider (MSP), then they can request that the undocumented mail for that MID be reassigned to a specific CRID.

5.5.2.1 Undocumented Bookending

This section describes the undocumented bookending process in more detail and provides bookending categories.

The tray reconstruction process uses scan data from the MPE to sequence letter pieces in the order they were scanned. Using this information in combination with nesting information from eDoc, the system will create a "reconstructed" tray. The important pieces of logic to ensure a "reconstructed" tray represents the actual physical tray include:

1. A "reconstructed" tray will start when a piece associated to eDoc is processed
2. A "reconstructed" tray will end when the number of pieces scanned consecutively that are nested in a different eDoc tray, or pieces that are undocumented, exceeds a threshold
3. A "reconstructed" tray will only be created if a minimum threshold of pieces is met (currently set at 80 pieces)
4. A "reconstructed" tray will only be created if at least 50% of the pieces were nested in the same tray according to eDoc
5. Only the first scan on each piece is considered

The bundle grouping process uses scan data from the MPE to determine a bundle grouping based on the machine and timeframe of the pieces scanned. Using this information in combination with nesting information from eDoc, the system will create a bundle group. The important pieces of logic to ensure a bundle group represents the actual physical bundle include:

1. A bundle group consists only of pieces nested to the same eDoc bundle
2. A bundle group uses the machine run where more than 50% of the pieces from an eDoc bundle were scanned
3. A bundle group starts and ends with a piece associated to the eDoc and nested in that bundle
4. Pieces with scan times within the first and second piece are part of the bundle grouping
5. A bundle group will only be created if at least 50% of the pieces nested in a bundle were scanned on the same machine and within a configurable timeframe
6. Only the first scan on each piece is considered

The chart below displays the undocumented categories that are possible and how the responsible CRID will be assigned for each.

Category	Description	Will reassign…
1	Undocumented piece is found in a reconstructed tray and ALL pieces in the reconstructed tray have the same MID	undocumented pieces to the eDoc Submitter of the reconstructed tray
2	Undocumented piece is found in a reconstructed tray and a SIGNIFICANT number of pieces in the reconstructed tray have the same MID	undocumented pieces to the eDoc Submitter of the reconstructed tray
3	Undocumented piece is found in a reconstructed tray and a MINIMAL number of the other pieces have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
4	Undocumented piece found in a bundle grouping and ALL pieces in the bundle grouping have the same MID	undocumented pieces to the eDoc Submitter of the bundle grouping
5	Undocumented piece found in a bundle grouping and a SIGNIFICANT number of pieces in the bundle grouping have the same MID	undocumented pieces to the eDoc Submitter of the bundle grouping
6	Undocumented piece found in a bundle grouping and a MINIMAL number of the other pieces in the bundle grouping have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
7	Undocumented piece is grouped within a series of documented pieces by a single eDoc Submitter and ALL pieces have the same MID	undocumented pieces to the eDoc Submitter of the bookended documented pieces
8	Undocumented series of pieces grouped within a series of documented pieces by a single eDoc Submitter and ALL pieces have the same MID	undocumented pieces to the eDoc Submitter of the bookended documented pieces
9	Undocumented piece grouped within a series of documented pieces by a single eDoc Submitter and SOME of the pieces have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
10	Undocumented series of pieces grouped within a series of documented pieces by a single eDoc Submitter and SOME pieces have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
11	Undocumented piece grouped within a series of undocumented pieces and ALL of the undocumented pieces have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
12	Undocumented piece grouped within a series of undocumented pieces where SOME of the undocumented piece have the same MID	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID
13	Undocumented piece has no categorization if a piece was scanned between a configurable number of mail pieces and all of the other pieces had no discernable pattern	using the CRID to which the MID in the IMb is assigned or the override CRID for the MID

Table 32: Delivery Point Threshold

Undocumented pieces are displayed on the Seamless tab of the Mailer Scorecard for both mail owners and mail preparers. The Undocumented Summary Report allows you to drill down from the Mailer Scorecard, and provides the number of undocumented containers, handling units and pieces by MID. From the Undocumented Summary Report, you can drill down to view the Undocumented Detail Report. The Undocumented Detail Report provides detailed information about the Intelligent Mail Unique Piece Barcode (IMb) that is categorized as undocumented. You can also right-click on a CRID in the Mailer Scorecard to drill down to view the Undocumented Detail Report.

The thresholds and a description of Undocumented Verification is provided below:

Error Type	Error	Threshold	Description
Undocumented	Piece Error	0.3%	An undocumented piece error is logged when a piece cannot be associated with a valid eDoc submission over the past 45 days. This error is logged at the piece level.

Table 33: Undocumented Threshold

Any pieces eligible for assessment under Average Postage Rate for a month multiplied by total undocumented pieces for those pieces that exceed the threshold. Postage Rate is calculated as the average rate by mail class (determined by STID of IMb) for the assessment month

The table below describes all error codes related to Undocumented Verifications:

Full-Service Verifications	Error Code	Level	Description
Undocumented	683	Piece Sampling	The IMb in the FS-IMD piece scan was not found in eDoc and the IMb was nested in a Handling Unit or Container that was found in eDoc.
	UP3	MPE Piece Scan	The piece barcode could not be associated to an eDoc

Table 34: Undocumented Errors

The table below describes all warnings related to Undocumented Verifications:

Full-Service Verifications	Error Code	Level	Description
Undocumented	6003	MPE Piece Scan	The STID on a piece scan is full-service (FS) and the piece is not associated to any eDoc
	6004	MPE Piece Scan	The STID on a piece scan is not full-service, the piece was scanned in a full-service handling unit, and the eDoc identified only full-service mail in the job
	6005	MPE Piece Scan	The barcode on the piece scan is a POSTNET™ barcode and the eDoc identified only full-service mail in the job
	UC2	Container Sampling	The container barcode could not be associated to an eDoc
	UC3	MPE Container Scan	The container barcode could not be associated to an eDoc
	UH2	Handling Unit Sampling	The handling unit barcode could not be associated to an eDoc
	UH3	MPE Handling Unit Scan	The handling unit barcode could not be associated to an eDoc

Table 35: Undocumented Warnings

For mailer unable to provide electronic documentation for every mailpiece and approved for the alternative process while in Seamless Parallel, the following process will occur monthly:

1. On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:

   a) Barcoded pieces paid using a hardcopy postage statement

   b) Barcoded pieces paid using a meter

2. USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs

3. USPS will conduct periodic audits of the mailer process to provide the piece count

5.5.2.2 Undocumented Common Causes

There are several common reasons that a mail piece can be logged as undocumented. To avoid undocumented pieces, the following steps should be taken:

Issue	Resolution
Barcoded mailpieces are not included in eDoc for single piece volume, miscellaneous statements, 3606, and other scenarios. In this case, since the barcodes are not included in eDoc, there are no eDoc records for the scans to associate to as they are received, resulting in undocumented pieces.	Any mailpiece with a barcode must be included in eDoc in order to prevent them from being identified as undocumented
eDoc is imported more than 10 days after the scan occurs. SASP will attempt to associate a piece scan to its eDoc record for three days. If the eDoc for a piece is imported 10 or more days after the scan occurs due to operational timing issues, these scans will not be associated to any eDoc records and will be identified as undocumented.	A process has been implemented as part of the reconciliation performed by BMS/BME personnel at the end of the mailing month to associate late-imported jobs to pieces that are already outside of the association window
A job's eDoc was not finalized by an acceptance employee. In order for an eDoc to be imported into SASP, it must be finalized. If auto-finalization is not successful, a USPS acceptance employee must manually finalize the job. If the job is not finalized, there will be no eDoc records for the scans to associate to within SASP.	Acceptance employees should finalize the eDoc in order for it to be imported into SASP
Wasted pieces are not resubmitted in an eDoc. After being damaged during the production process, some pieces are identified as wasted in their original eDoc. However, these pieces are then mailed at a later date without being included in a new eDoc, resulting in undocumented pieces.	Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed
Priority Mail Open & Distribute (PMOD) job was submitted without eDoc for the pieces contained in the USPS approved container.	Submit eDoc for the pieces contained inside the USPS approved container as required
POSTNET jobs are submitted with Intelligent Mail Barcodes on the pieces. Mailpieces that have a Service Level Indicator field of "POSTNET" in the eDoc are sometimes actually sprayed with IMbs. POSTNET pieces are not imported into SASP, so there will be no piece information for scans to associate to, resulting in undocumented mail.	Non-automation pieces that are sprayed with an IMb should be submitted in the eDoc with a Service Level Indicator of "Other", not POSTNET

Table 36: Undocumented Common Causes

5.5.2.3 Undocumented Postage Assessment

The undocumented piece percentage for each CRID assigned undocumented pieces by calendar month will be calculated as follows:

$$\text{Error Percentage} = \frac{\text{MPE Undocumented Pieces} + \text{Sampling Undocumented Pieces}}{\substack{\text{MPE Undocumented Pieces} + \text{Sampling Undocumented Pieces} + \\ \text{Pieces in Electronic Documentation that received a MPE scan}}}$$

System functionally assigns Undocumented pieces from both MPE and sampling to a specific CRID. If the same piece is determined to be undocumented through both MPE and sampling, the piece will only be counted as a single undocumented piece.

If the undocumented piece percentage exceeds the configurable threshold, the mailer will be invoiced for only the pieces above the threshold. Each undocumented piece receiving an MPE or sampling scan after the threshold has been met, will be assessed postage. Additional postage will be determined by calculating the current month average postage paid by mail class for the CRID to which the undocumented piece has been associated. The mail class of undocumented pieces will be determined using the mail class of the STID in the barcode. If the current month average postage cannot be determined for the mail class and CRID then the previous month average postage should be used. If an average postage paid cannot be determined for either the current or previous month for a mail class for the CRID then the average postage by mail class for all eDoc Submitters for the current month will be used. The system also has the ability to override the average postage for a mail class.

5.5.3 Delivery Point

Delivery Point errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

To determine if the delivery point information is correct, the routing code information for the IMbs included in finalized electronic documentation is compared to a list of valid and active delivery points. A delivery point error may also be logged if the IMb has a value of "0000" in positions six through nine of the routing code or "9999" in positions six through nine of the routing code and the address record type is not General Delivery.

The thresholds and a description of how additional postage is assessed for a Delivery Point error are included in the table below:

Error Type	Error	Threshold	Description
Delivery Point	Piece Error	5%	The delivery point provided in eDoc is either not valid or contains generic +4 information with an address record type that is not General Delivery

Table 37: Delivery Point Threshold

Pieces eligible for assessment due to Delivery Point errors will be assessed at the difference between the original piece postage and the new postage amount. The new postage for delivery point errors will be the single piece rate or highest rate for the mail class, processing category and weight as identified in the eDoc.

The following **errors** can be logged for the Delivery Point verification:

Full-Service Verifications	Error Code	Level	Description
Delivery Point	7901	Piece	IMb does not have a valid 11, 9, or 5-digit routing code or the 11, 9, or 5-digit delivery point was not active within allowable period of time from the postage statement mailing date.
	7902	Piece	IMb has a value of 0000 within positions 6-9 of the routing code.
	7903	Piece	IMb has a value of 9999 within positions 6-9 of the routing code and the address record type is not General Delivery.

Table 38: Delivery Point Errors

5.5.3.1 Delivery Point Postage Assessment

Delivery Point Verification checks that the delivery point provided in the piece IMb is valid. Pieces that do not have a valid 5-digit, 9-digit or 11-digit delivery point will have an error logged against them.

The delivery point percentage for each eDoc Submitter CRID per calendar month will be calculated as follows:

$$\text{Error Percentage} = \frac{\text{Pieces with delivery point errors}}{\text{Total pieces submitted in eDoc}}$$

If the delivery point error percentage exceeds the configurable threshold for this error, the mailer will be assessed postage for the pieces in error above the threshold. Additional postage for each piece above threshold will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for delivery point errors will be the single piece rate or highest rate for the mail class, processing category and weight as identified in eDoc.

5.5.4 Nesting/Sortation (MPE)

Nesting/Sortation (MPE) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

Nesting/sortation errors are determined using scan data from the MPE, including Facility, MPE Machine ID, and Wide Field of View (WFOV) Sequence Number. Each piece scan receives a unique WFOV sequence number which is a counter that represents the order in which the pieces are processed on the MPE. A system representation of every tray and bundle is created using data from these scans.

Using this information, a Nesting/Sortation error will be logged if the MPE piece scan is nested in a different tray or bundle than was identified in the eDoc and the presort level of the MPE piece scan's reconstructed parent Handling Unit does not match the Presort Level of the associated eDoc piece's Handling Unit, or the Destination ZIP code of the MPE piece scan's Reconstructed Handling Unit does not match the Destination ZIP code of the associated eDoc piece's parent Handling Unit.

The thresholds and a description of how additional postage is assessed for a Nesting/Sortation (MPE) error are included in the table below:

Error Type	Error	Threshold	Description
Nesting/ Sortation (MPE)	Piece Error	3%	The piece scanned is nested in a different tray or bundle than the tray or bundle that was identified in eDoc

Table 39: Nesting/Sortation (MPE) Threshold

Pieces eligible for assessment due to Nesting/Sortation Errors will be assessed at the difference between the original piece postage and the new postage amount. The new postage for delivery point errors will be the single piece rate or highest rate for the mail class, processing category and weight as identified in the eDoc.

5.5.4.1 Tray

The following **errors** can be logged for the Nesting/Sortation (MPE) – Tray verification:

Full-Service Verifications	Error Code	Level	Description
Nesting/Sortation (MPE) – Wrong Tray	**6009**	Piece	The presort level where the piece was scanned was different than the presort level of the tray identified in eDoc.
	6010	Piece	The destination ZIP code of the tray where the piece was scanned was different than the destination ZIP where the piece was nested in eDoc.

Table 40: Nesting/Sortation (MPE) – Tray Errors

5.5.4.2 Bundle

The following **errors** can be logged for the Nesting/Sortation (MPE) – Bundle verification:

Full-Service Verifications	Error Code	Level	Description
Nesting/Sortation (MPE) – Wrong Bundle	6011	Piece	The piece was scanned on a different machine as compared to the majority of the other pieces in its bundle.
	6012	Piece	The piece was scanned outside of a configurable timeframe as compared to the majority of the other pieces in its bundle.

Table 41: Nesting/Sortation (MPE) – Tray Errors

5.5.4.3 Nesting/Sortation (MPE) Postage Assessment

The nesting/sortation percentage from MPE for each eDoc Submitter CRID by calendar month will be calculated as follows:

$$\text{Error Percentage} = \frac{\text{Pieces with MPE nesting/sortation errors}}{\text{Total pieces submitted in eDoc}}$$

If the nesting/sortation error percentage from MPE exceeds the configurable threshold for this error, the mailer will be assessed postage for the pieces in error above the threshold. Additional postage for each piece above threshold will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for nesting/sortation errors will be the appropriate mixed rate by mail class, processing category and weight as identified in eDoc.

5.5.5 Postage

Postage (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings). Weight and Postage are evaluated together for MLOCR mailers.

A Postage error will be logged if the FS-IMD piece scan postage affixed is less than the postage affixed provided in eDoc or the FS-IMD piece scan postage payment method does not match the postage payment method provided in eDoc.

The thresholds and a description of how additional postage is assessed for a Postage error are included in the table below:

Error Type	Error	Threshold	Description
Postage	Piece Error	PAF 1.05*	The postage recorded by the FS-IMD scan is less than the postage affixed specified in eDoc.

Table 42: Postage Threshold

Postage and Weight errors are included in the General Postage Adjustment Factor (PAF). The General PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from sampling postage and weight errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.

The following errors can be logged for the Postage (Sampling) verification:

Full-Service Verifications	Error Code	Level	Description
Postage (Sampling)	685	Piece Sampling	The Postage Affixed from the FS-IMD Piece scan does not match the Postage Affixed from the eDoc.
	649-653	Piece Sampling	Postage Payment Method Does Not Match

Table 43: Postage (Sampling) Errors

5.5.5.1 General Postage Adjustment Factor (PAF)

Sampling errors will only be included in the postage assessment when the PAF threshold is exceeded. Sampling error codes set to an error will be included in the postage assessment. Seamless warnings will not be included in the postage assessment.

The system will only include statistically significant error types in the PAF. The statistical significance for each of the postage and weight error types for an eDoc Submitter CRID will be determined over the course of a month. The error types which turn out to be statistically significant will be used to determine a PAF using the following equation.

$$\text{General PAF} = \frac{\substack{\text{Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors} \\ \text{(postage, weight)} + \\ \text{eDoc postage for pieces sampled not in error} + \\ \text{eDoc postage for pieces with sampling errors not statistically significant}}}{\text{Sum of eDoc Postage for all sampled pieces}}$$

The Sum of Adjusted Postage will be equal to the total postage that the mailer should have paid for all the sampled pieces based on the results of sampling verifications. The Sum of eDoc Postage is the original postage paid for the sampled pieces. The amount of the General PAF that exceeds the General PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

5.5.6 Weight

Weight (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings). Weight and Postage are evaluated together for MLOCR mailers.

A Weight error will be logged if the Piece Weight from the FS-IMD Piece scan is different than the Piece Weight from the matching eDoc Piece Barcode and the difference in weight would result in the piece changing rate categories or exceed the tolerance for pound postage.

The thresholds and a description of how additional postage is assessed for a Weight error are included in the table below:

Error Type	Error	Threshold	Description
Weight	Piece Error	PAF 1.05*	The weight recorded by the FS-IMD scan is less than the weight specified in eDoc

Table 44: Weight Threshold

These errors are included in the General Postage Adjustment Factor (PAF). The General PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from sampling postage and weight errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.

The following errors can be logged for the Weight (Sampling) verification:

Full-Service Verifications	Error Code	Level	Description
Weight (Sampling)	**30**	Piece Sampling	The Piece Weight from the FS-IMD Piece scan is more than the Piece Weight from the matching eDoc Piece Barcode

Table 45: Weight (Sampling) Errors

5.5.6.1 General Postage Adjustment Factor (PAF)

The General PAF as described in Postage section 5.5.5.1 is also applicable to the Weight Verification as defined above. The General PAF is calculated based on the results of both the Weight and Postage Verifications.

5.5.7 Mail Characteristic

Mail Characteristic (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

A Mail Characteristic error will be logged if the FS-IMD Container/HU/Piece scan does not match information of the job associated to the matching eDoc Container/HU/Piece barcode for Processing Category or Mail Class. An error will also be logged when the mail was paid for at a Non-Profit Rate and is not eligible (Non-Profit Qualifications) or the mail was Not Automation Compatible (Automation guidelines for: Letters & Cards; Flats).

The thresholds and a description of how additional postage is assessed for a Mail Characteristic error are included in the table below:

Error Type	Error	Threshold	Description
Mail Characteristic	Container Error	PAF 1.05*	The Processing Category or Mail Class recorded in the FS-IMD Scan does not match what was submitted in the eDoc submission
	Handling Unit Error	PAF 1.05*	The Processing Category or Mail Class recorded in the FS-IMD Scan does not match what was submitted in the eDoc submission
	Piece Error	PAF 1.05*	The Processing Category or Mail Class recorded in the FS-IMD Scan does not match what was submitted in the eDoc submission

Table 46: Mail Characteristic Threshold

This error is included in the Mail Characteristic Postage Adjustment Factor (PAF). The Mail Characteristic PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from content errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.

A Mail Characteristic warning will be logged if the sampled bundles were not prepared properly (Bundle Preparation Guidelines).

The following errors can be logged for the Mail Characteristic (Sampling) verification:

Full-Service Verifications	Error Code	Level	Description
Processing Category	27	Piece Sampling	The Processing Category identified in the FS-IMD Piece scan does not match the Processing Category of the Job associated to the matching eDoc Piece Barcode
	23	Piece Sampling	The Processing Category identified in the FS-IMD Piece in a Range scan does not match the Processing Category of the Job associated to the matching eDoc Piece in a Range Barcode
Mail Class	500	Piece Sampling	Ineligible for Standard Mail Rates - Content Error from the FS-IMD Piece Scan.
	501	Piece Sampling	Ineligible for Non-Profit Rates - Content Error from the FS-IMD Piece Scan (Cooperative Mailing)

Table 47: Mail Characteristic (Sampling) Errors

The following **warnings** can be logged for the Mail Characteristic (Sampling) verification:

Full-Service Verifications	Error Code	Level	Description
Processing Category	6	Container Sampling	The Processing Category identified in the FS-IMD Container Scan does not match the Mail Category of the Job associated to the matching eDoc Container Barcode in SASP.
	15	Container Sampling	The Processing Category identified in the FS-IMD Tray Scan does not match the Processing Category of the Job associated to the matching eDoc Tray Barcode.
Mail Class	7	Piece Sampling	The Mail Class identified in the FS-IMD Container scan does not match the Mail Class of the Job associated to the matching eDoc Container Barcode in SASP.
	16	Piece Sampling	The Mail Class identified in the FS-IMD Tray scan does not match the Mail Class of the Job associated to the matching eDoc Tray Barcode.

Table 48: Mail Characteristic (Sampling) Warnings

5.5.7.1 Mail Characteristic PAF

Mail characteristics errors will only be applied to the specific mail owner populations with errors identified. If results turn out to be statistically significant for a particular mail owner, then a Mail Characteristic PAF will be determined for the mail owner. If the configurable threshold is exceeded, then the Mail Characteristic PAF will be applied against the postage corresponding to that mail owner.

$$\text{Mail Characteristic PAF} = \frac{\text{Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors} + \text{eDoc postage for pieces sampled not in error} + \text{eDoc postage for pieces with sampling errors not statistically significant}}{\text{Sum of eDoc Postage for all sampled pieces}}$$

Mail Characteristic errors will be assessed to the eDoc submitter CRID, but the Mail Characteristic PAF will only apply to the portion of the mail owner that was identified to exceed the thresholds.

Note: In the case that pieces with Mail Characteristic errors do not have By/For information or have invalid By/For information, a new population will be created for these pieces. The Mail Characteristic PAF would then be determined for just this portion of the mail where it would be applied if it exceeds the threshold.

The Sum of Adjusted Postage will be equal to the total postage that the mailer should have paid for all the sampled pieces based on the results of sampling verifications. The Sum of eDoc Postage is the original postage paid for the sampled pieces for that eDoc submitter and Mail owner combination. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage will be calculated based on the mail characteristic error types as follows:

- Ineligible for non-profit rate: remove non-profit discount
- Incorrect processing category: highest rate for new processing category for the eDoc mail class and weight
- Incorrect mail class: highest rate for new mail class for the eDoc processing category and weight

The amount of the Mail Characteristic PAF that exceeds the Mail Characteristic PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

5.5.8 Barcode Quality

Barcode Quality (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

A Barcode Quality error will be logged if the sampled piece does not have a barcode and is not a non-automation piece or has an unreadable barcode.

The thresholds and a description of how additional postage is assessed for a Barcode Quality error are included in the table below:

Error Type	Error	Threshold	Description
Barcode Quality	Piece Error	PAF 1.05*	The Processing Category or Mail Class recorded in the FS-IMD Scan does not match what was submitted in the eDoc submission

Table 49: Barcode Quality Threshold

Barcode errors are included in the Barcode Quality Postage Adjustment Factor (PAF). The Barcode Quality PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from barcode quality errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.

The following errors can be logged for the Barcode Quality (Sampling) verification:

Full-Service Verifications	Error Code	Level	Description
Barcode Quality	**605**	Piece Sampling	Non Readable/Scan Problem - Barcode Error from the FS-IMD Piece Scan
	606	Piece Sampling	Absent barcode - Barcode Error from the FS-IMD Piece Scan

Table 50: Barcode Quality (Sampling) Errors

5.5.9 Barcode Quality PAF

This section addresses the sampling and assessment methodology to assure that a mail piece is correctly claiming the automation rate. A scan may not be obtained due to either a barcode quality issue on the mailers side or to USPS processing or system issues. Barcode quality errors will be identified during sampling for pieces with missing or unreadable barcodes. If a mailpiece cannot be scanned using the FS-IMD, the acceptance employee will check whether the mailer prepared the barcode correctly, per specifications, in order to help mitigate the risk of any problems on the USPS side that could result in improperly identifying a barcode quality issue. If barcode quality errors are found to be statistically significant, the Barcode Quality PAF will be calculated as:

$$\text{Barcode Quality PAF} = \frac{\substack{\text{Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors +} \\ \text{eDoc postage for pieces sampled not in error+} \\ \text{eDoc postage for pieces with sampling errors not statistically significant}}}{\text{Sum of eDoc Postage for all sampled pieces}}$$

The amount of the Mail Characteristic PAF that exceeds the Mail Characteristic PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

Full-Service Verifications	Error	PAF Threshold	Description
Mail Characteristic	N/A	PAF 1.05*	This error is included in the Mail Characteristic Postage Adjustment Factor (PAF). The Mail Characteristic PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from content errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.
Barcode Quality	N/A	PAF 1.05*	This error is included in the Barcode Quality Postage Adjustment Factor (PAF). The Barcode Quality PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from barcode quality errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded.

Table 51: Seamless Acceptance PAF Thresholds

*Three postage adjustment factors, or PAFs—General (postage errors and weight errors), Mail Characteristic and Barcode Quality—are applied to Seamless Acceptance sampling verifications.

5.6 Seamless Acceptance Reporting

Mailers and the USPS will have shared access to reports on Seamless Acceptance mail quality. Reports will be updated every day with verification results as mail is sampled and processed. Reports will provide both a high-level overview of mail preparation quality for the month, and allow the mailer to drill into detailed error information. This section provides an overview of the reports that are available. For more information please refer to the Mailer Scorecard User Guide and the Mail Quality Reporting User Guide.

5.6.1 MicroStrategy Reports

Seamless Acceptance Mail Quality reports can be found by drilling down on the Mailer Scorecard. The links above contain guidance on how to locate and log into the Mailer Scorecard and request access.

5.6.1.1 Mailer Scorecard

For each of the initiatives a mailer is enrolled in, the Mailer Scorecard provides a dashboard view of all mailings submitted in a calendar month. Verifications continue to be performed and errors are calculated on the mailings submitted during that month up until the 10th day of the following month.

- **Seamless Acceptance Tab:** For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc. Mail is verified by reviewing data within the eDoc, the comparison of eDoc to Mail Processing Equipment (MPE) scans, and the comparison of eDoc to sampling scans.

Reports on the Mailer Scorecard provide a summary of mail preparation quality and a drill down view that allows mailers to view detailed error and warning information. The Scorecard is accessible through the Business Customer Gateway and provides views for both mail owners and mail service providers.

Figure 24 - Mailer Scorecard Seamless View

5.6.1.2 Error Details by Error Type Report

The **Error Details by Error Type** report is the default drill from the Mailer Scorecard and provides the listing of error codes and number of errors. Choose from the Seamless options to view errors. Drill from the **Error Details by Error Type Report** to view the **Mail Quality Detailed Error Report**, which provides even greater error detail. Detailed errors include potential resolution actions and additional error information to further investigate the errors.

Figure 25: Error Details by Error Type Report

5.6.1.3 Undocumented Summary Report

The **Undocumented Summary Report** is accessed when you drill down from the Mailer Scorecard, and provides the number of undocumented containers, handling units (trays, sacks) and mailpieces by MID. From the **Undocumented Summary Report** you can drill to the **Undocumented Detail Report**, which provides detailed information about mailings that are categorized as undocumented.

Figure 26: Undocumented Summary Report

5.6.1.4 Undocumented Category Report

The **Undocumented Category Report** is accessed when you drill down from the Mailer Scorecard, and provides the level of Undocumented (Container, Handling Unit, or Piece), the Undocumented Category (blank for C/HU), Undocumented Category Description (blank for C/HU), and the number of Undocumented. From the Undocumented Category Report, the user may drill to the Undocumented Summary Report.

Figure 27: Undocumented Category Report

5.6.1.5 Undocumented Detailed Report

The **Undocumented Detailed Report** is accessed when you drill down from the Undocumented Category Report or the Undocumented Summary Report, and provides detailed information about mailings that are categorized as undocumented.

Figure 28: Undocumented Detailed Report

5.6.1.6 Undocumented Bookend Report

The **Undocumented Bookend Report** is available when you drill down from the Undocumented Detailed Report, and provides piece scan information from the other piece scans that occurred on MPE before and after the selected Undocumented scan. This report is sortable by Scan Date.

Scan Date	Scan Facility	eDoc Submitter		Mailer ID	IM Barcode	Scan Level
05/01/14 12:00 AM	BAYVILLE	123456	A1 Mailing Company	121101	0027000036565247068843311141859	Piece
05/07/14 12:00 AM	BAYVILLE	20488611	New York Mailing Company	160351	0027000036565247068843311141858	Piece
05/16/14 12:00 AM	BAYVILLE	20488611	New York Mailing Company	160351	0027000036565247068843311141857	Piece
05/19/14 12:00 AM	BAYVILLE	123456	A1 Mailing Company	121101	0027000036565247068843311141856	Piece
05/24/14 12:00 AM	BAYVILLE	123456	A1 Mailing Company	121101	0027000036565247068843311141855	Piece

Figure 29: Undocumented Bookend Report

6. POSTAGE ASSESSMENT

6.1 Program Overview

Mail quality results displayed in the Mailer Scorecard are used to determine when additional postage should be assessed. Postage Assessments are generated when the total pieces in error exceed an established threshold. If the percentage of error is below the established threshold or if the additional postage due is less than $50, then no additional postage is assessed. The results of verifications performed on mailings throughout the calendar month are finalized on the 10th day of the following month.

Mail owners can use the Mailer Scorecard to view a summary of their error counts across MSPs and to drill into detailed error reports. eDoc submitters can view assessable error information in two ways: first, the Mailer Scorecard displays results for mailpieces, handling units, and containers for the mailings they prepared. Second, the Mail Entry Postage Assessment Report lists errors by mail owner. **Postage Assessments are generated only to the eDoc submitter.**

The Mail Entry Postage Assessment Report displays the total number of assessable errors, in contrast to the Mailer Scorecard which displays ALL errors for the month. A hyperlink from the Assessment Detail report displays the total error count and total percentage each mail owner contributed to the overall errors, not just the assessable pieces displayed on the Assessment Report. This drill down matches the total errors on the Mailer Scorecard and allows MSPs to identify top offenders at the mail owner level.

On the 11th of every month, the designated Mailer Verification Assessment Evaluator (VAE) associated to the eDoc submitter CRID is alerted of postage due via automated postage assessment notification email if a postage assessment is generated. If no VAE is assigned, the email notification will be sent to the Business Service Administrator (BSA) for the CRID. If there are multiple BSAs/VAEs assigned, a notification will be sent to each one. To validate the assessment amounts and view further detailed error information, the VAE should refer to the Mailer Scorecard.

To pay for the Mail Entry Postage Assessment, the MSP/eDoc submitter receiving the assessment is able to select any permit they own or mail owner permit they used as a paying permit in the calendar month. When an MSP selects a mail owner Permit for payment, the mail owner will be notified by email. MSPs also have the ability to split payment of an assessment and distribute it across permits. USPS employees can assist with adding a permit other than one used during the assessment period to pay some, or all, of the assessed amount. Permit holders can view adjustments made to their permit accounts associated with Mail Entry Postage Assessments through the Business Customer Gateway (BCG) and/or the CAPS system, where comments in the transaction summary report will indicate the Mail Entry Assessment-program type (full-service, Move Update, eInduction, or Seamless Acceptance), and the two digit month and year of the assessment.

6.2 Assessment Process Overview

6.2.1 Postage Assessment Process

Postage Assessment reports are generated at the eDoc submitter CRID level on the 11th day of the month and an email is sent to mailers' self-appointed Verification Assessment Evaluator (VAE) upon assessment of postage. If the mailer does not designate a VAE, the Business Service Administrator (BSA) defaults to having the VAE responsibilities. The first user to request a service for a location becomes the BSA of that service and is able to manage that service for any future users, controlling who can and cannot use it at that business location.

eDoc submitters must either pay the assessed amount upon receipt or request review of the postage assessment charges within 10 business days of the email notification. BME Acceptance employees/BMS analysts will work with the mailers who dispute the charges to resolve the issue and may request additional supporting documentation from mailers if needed. Finally, BME/BMS analysts will make a decision based on their findings and a review of the documentation provided by the mailer by the end of that month. The updated amount of postage assessed will be due three business days later.

If payment is not received within 10 business days of initial notification (or three business days after a dispute is resolved), then the Postage Assessment will be considered "Overdue." BME/BMS analysts will escalate any overdue postage to their designated Managers. If the designated Manager is unable to work with the mailer to resolve the postage review request, postage due will be escalated to Revenue and Field Accounting (RAFA) for collection.

Note: Postage Assessments will not be generated for assessments less than $50. This $50 is the total across all streamlined mail entry initiatives, not at the individual level.

Assessment Report Generation	Assessment Report Receipt	Mailer VAE Review & Action	Mailer Payment or Dispute	Final Email Notification
Verification results are finalized on the 10th day of the month and assessment reports generated on the 11th	Assessment notification email is sent to Verification Assessment Evaluator (VAE) on the 11th day of the month	VAE is responsible for reviewing, disputing if necessary, and paying the request within 10 business days	Mailers can submit payment or dispute charges through the review process	Once paid, final email notification is sent to VAE of the paying permit

Figure 30: Postage Assessment Process

Email notifications are sent to the mailer VAE (or BSA) at each step in the assessment process.

6.2.2 Postage Assessment Notification

1. Postage assessment reports will be generated for mailers on the 11th day of the month with a default postage assessment status of "Unpaid."

2. An email is sent to the Verification Assessment Evaluator (VAE) notifying them of the postage assessment, whether or not additional postage is due.

   o The VAE is an employee of the mailer who has been assigned permissions in the BCG to review the accuracy of verification assessments and pay any additional postage. A VAE should be designated for each CRID used by the mailer.

3. Mailer reviews postage assessment summary and submits payment.

   o If the mailer makes a payment for the total assessed amount, the postage assessment status is updated to "Paid."

- o If the mailer does not make a payment within 10 days, the postage assessment will be updated to an "Overdue" status (see Overdue Postage Assessment Process below)
- o Permits associated to CRID and payment amount data are saved in the system for 6 months

4. Once payment is made, an email notification is sent to confirm payment.

- o Any permit that is owned by the eDoc Submitter CRID and any mail owner permit that has been used as payment during the calendar month will be available to the VAE as a payment option
- o If the MSP selects a mail owner permit to pay an assessment, an email notification will be sent to the mail owner VAE or BSA
- o Mail owners will have the option to opt out of future notifications

Subject: USPS Mail Entry Additional Postage Assessment notification for Permit PI 2100 (January 2015 Status: Paid)

The following additional postage due has been paid on the Mail Entry Additional Postage Assessment Report. No further action is required.

Company Name: ABC Company, 12345 XYZ Street, Ashburn, VA 20147

Assessment Period: January 2015

Payment Permit: PI 2100

Payment Permit ZIP: 20147

Payment Account Number: 12345

Date of Transaction: 02/11/2015

Transaction Amount: $4,500.00

To view the status of this postage assessment on Business Customer Gateway please click here and go to Mailing Reports > Mail Entry Additional Postage Assessment Report.

To view the detailed postage assessment summary information on Microstrategy Reports please click here and go to Shared Reports > Mail Quality (eDoc Submitter) > Postage Assessment Summary Report.

To opt-out of future email notifications on Mail Entry Additional Postage Assessment please click here.

Figure 31: Mail Entry Assessment Report Email Notification

6.2.3 Requesting Review

eDoc submitters who do not agree with the assessed amount have the option of requesting a review of the postage assessment following the process outlined below. Once a review is requested the entire assessment is placed in a "review status" and mailers will not be allowed to pay the assessments for error types not being disputed until the review is finalized.

1. Mailer has 10 business days to review the assessment in order to determine the facts and produce supporting or disputing information necessary for resolution.

- o Mailer requests a review for the specific error types in question
- o Postage assessment status is updated to "Review Requested
- o Requestor's name, phone number, email, date, and reason for request are saved in the system

2. USPS assigns a reviewer to the requested review.

- o BMS analysts or a BME employee will check the Mail Entry Postage Assessment Management Report daily for review requests on postage assessments
- o The Reviewer, due date, and relevant comments are saved in the system
- o **NOTE:** If a CRID has a default BMS analyst or BME employee assigned, the system will automatically assign the postage assessment to the default analyst

3. BMS reviewer or BME employee will have until the end of the reconciliation month to investigate and make a decision

   o If the additional documentation provided reduces the amount of the assessment the reviewer will adjust the additional postage due and the status will change to "pending"
   o If the additional documentation provided reduces the errors to below the established thresholds, the BMS analyst or BME employee will update postage assessment status to "Closed" and the mailer will not be charged
   o If reviewer updated the amount or rejected the review, the postage assessment status will be updated to "Pending" and an updated Assessment Summary with Review Details will be sent to the mailer
   o The decision is saved in the system along with the reviewer's phone number, response, reason for decision, and revised amount (if applicable)

6.2.4 Overdue Assessment Resolution

Postage assessments that remain unpaid 10 business days after initial email notification, or three business days after a review request has been resolved, will be considered "Overdue." Mailers will receive an email indicating that postage is due immediately. "Overdue" postage assessments will be communicated to Manager, BMS/BME and Manager, Mail Entry HQ who will attempt to resolve the overdue postage assessment before the end of the following month, when the matter is turned over to Revenue and Field Accounting (RAFA). RAFA will open an accounts receivable (AR) and the mailer will no longer be able to pay the assessment through *PostalOne!*.

The example below [Figure 70] provides a visual representation of the assessment timeline.

Dec 1-31	Jan 11	Jan 23	Jan 31	Mar 1
Month of Mailing Activity	Postage Assessment sent to eDoc submitter VAE	Mailer pays assessment		
		Mailer requests a review, status of assessment changes to Pending	BMS/BME completes investigation, new amount due in 3 business days	Overdue assessment sent to RAFA
		Mailer does not pay, assessment becomes Overdue		Overdue assessment sent to RAFA

Figure 32: Mail Entry Assessment Timeline

6.3 The Mail Entry Postage Assessment Report

The Mail Entry Postage Assessment is generated on the 11th of the month and is available to the mail service provider through the Business Customer Gateway. The landing page of the report displays a summary of all assessments due for a calendar month. Mail owners do not have access to view this report.

Figure 33: Mail Entry Assessment Summary Report

When selecting the hyperlink on the CRID [Figure 6], the user is brought to the Additional Postage Assessment Detail Report [Figure 7] which will provide the piece counts and assessment amount for each error type.

Figure 34: eDoc Submitter CRID Hyperlinks to Additional Postage Assessment Detail Report

Figure 35: Mail Entry Assessment Detail Report

Once the Assessment Detail Report is displayed, mail service providers will have the ability to drill down from hyperlinks displayed on the error count and assessment amount totals to see the mail owners who contributed to the errors that caused the threshold to be exceeded. Unlike the summary, this will include all errors—not only the invoiceable errors—for the month displayed at a percentage and piece count level [Figure 9]. This will allow mail service providers to identify the top offenders at the mail owner level in order to reallocate the assessment amounts back to the individual mail owners.

Figure 36: Viewing Assessed Errors by Mail Owner CRID

6.4 Role of the Verification Assessment Evaluator (VAE)

Mailers should designate a Verification Assessment Evaluator (VAE) for each CRID and all permits associated with that CRID through the USPS Business Customer Gateway. Multiple VAE users can be assigned per CRID. The VAE will be responsible for reviewing and paying or requesting a USPS review of postage assessments. The VAE may also gain access to Mail Quality and Postage Assessment Reports upon request.

If a mailer does not designate a VAE, the Business Service Administrator (BSA) defaults to having the VAE responsibilities (See BCG presentation at this link for more information https://ribbs.usps.gov/index.cfm?page=intellmailgateway). The first user to request a service for a location becomes the BSA of that service and is able to manage that service for any future users, controlling who can and cannot use it at that business location. See the Appendix for instructions on how to become the mailer VAE.
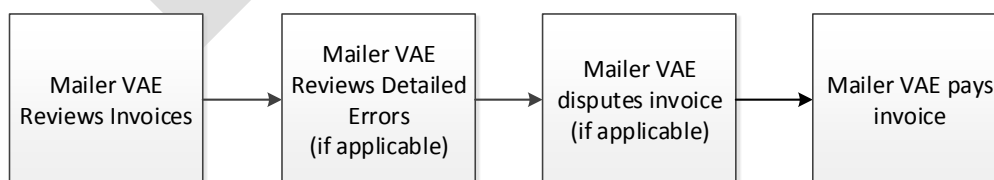
Figure 37: Mailer VAE Steps in the Postage Assessment Process

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6.4.1 Mailer VAE Reviews Postage Assessment

1. The designated Mailer VAE is alerted of postage due via an automated postage assessment notification email when a postage assessment is generated:
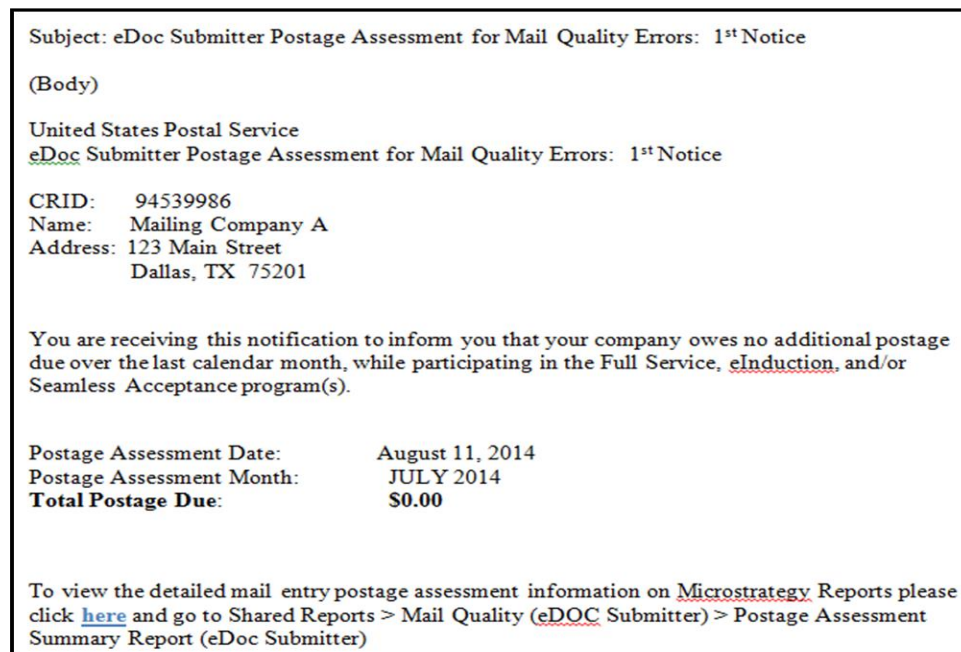
Figure 38: Automated Postage Assessment Notification

2. Mailer VAE can click on the link in the email or navigate to the Business Customer Gateway and log in with their user credentials:

Figure 39: BCG Login Page

3. Mailer VAE selects "Mailing Services" option from BCG left sidebar and then click on the green "Go to Service" button next to Mailing Reports (*PostalOne!*):
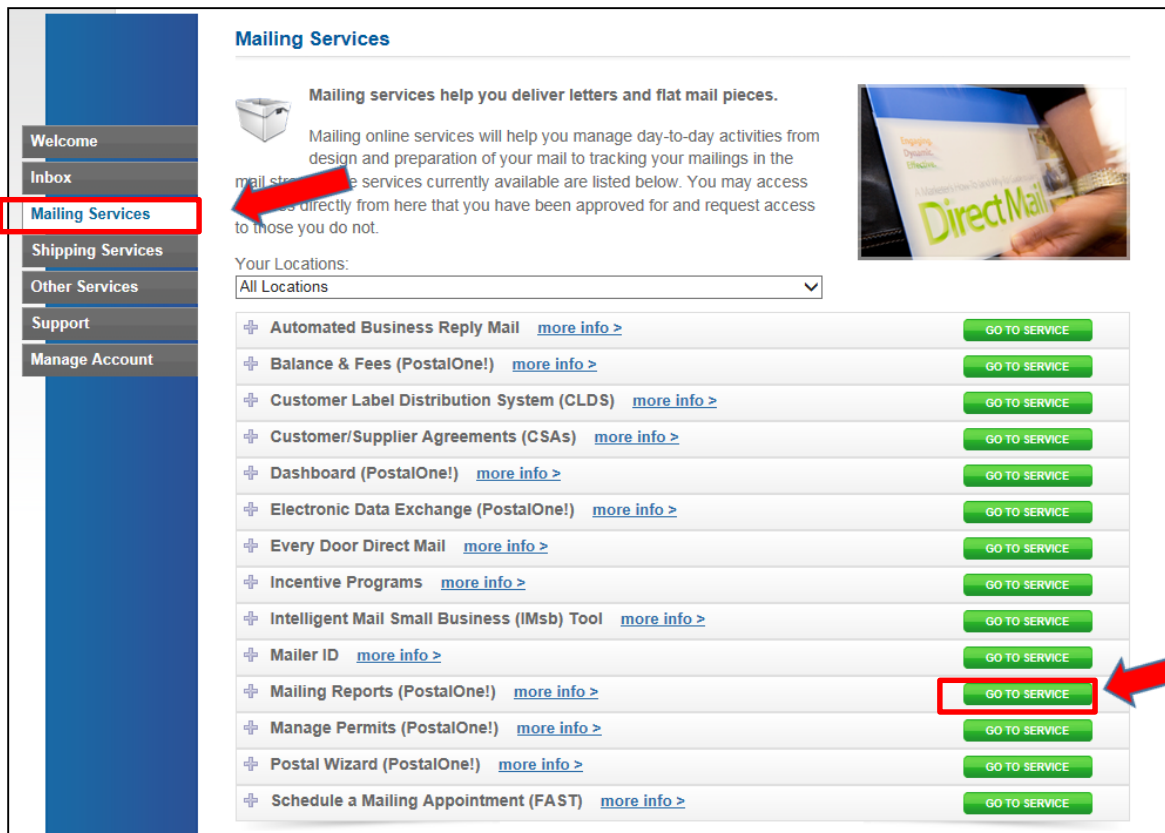
Figure 40: Go To Mailing Reports

4. Mailer VAE selects "Mail Entry Additional Postage Assessment Report":
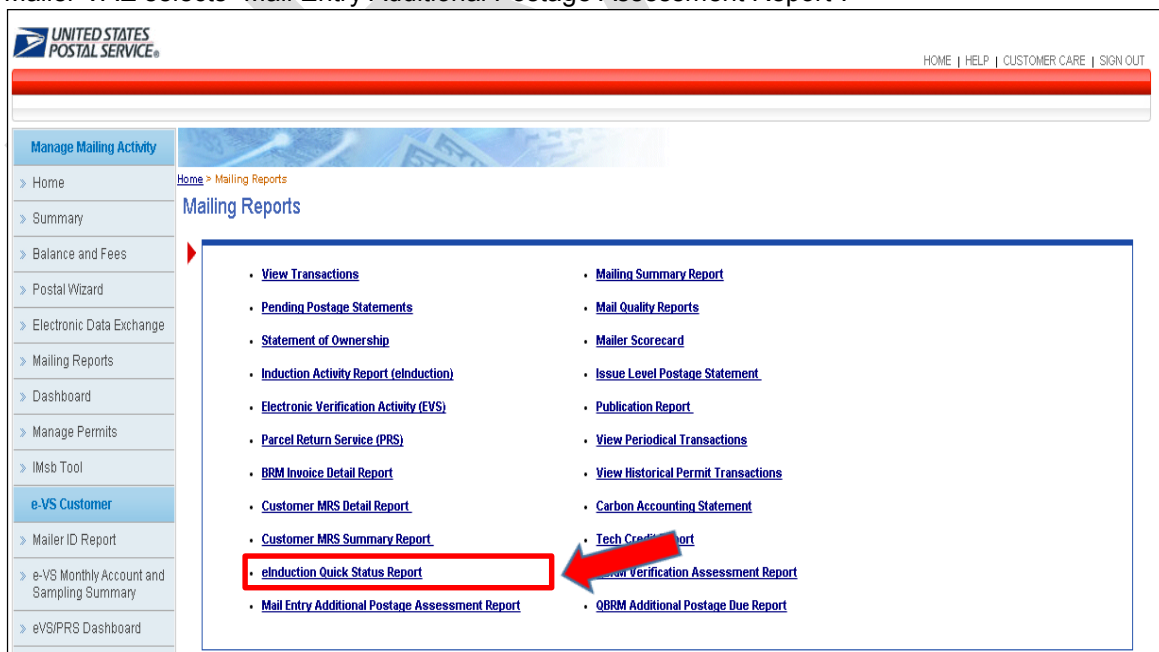
Figure 41: Mail Entry Assessment Report Bullet

5. Mailer VAE can search for postage assessment by entering the eDoc submitter CRID and/or date range (if left blank, assessments for all CRIDs to which the user has VAE access will appear), then click "Execute Search":

Figure 42: Search for Postage Assessment

6. Review assessment amounts:

Figure 43: Review Assessment Amounts

7. If there is a disagreement on the amount, select Request Review:

Figure 44: Ability to Request Review

6.4.2 Mailer VAE Reviews Detailed Errors (if possible)

Display of detailed errors is capped at 100 errors for mailing, mail owner and error code. Detailed error data will be available to mailers through the MicroStrategy reports. Mailers are able to access MicroStrategy reports through the BCG in order to review detailed error data.

If uncapped errors are needed, a bulk data request form must be completed and submitted to the *PostalOne!* Help Desk.

1. Select "Mailing Services" option from BCG left sidebar to display Mailing Services options and then click on the green "Go to Service" button next to Mailing Reports (*PostalOne!*):
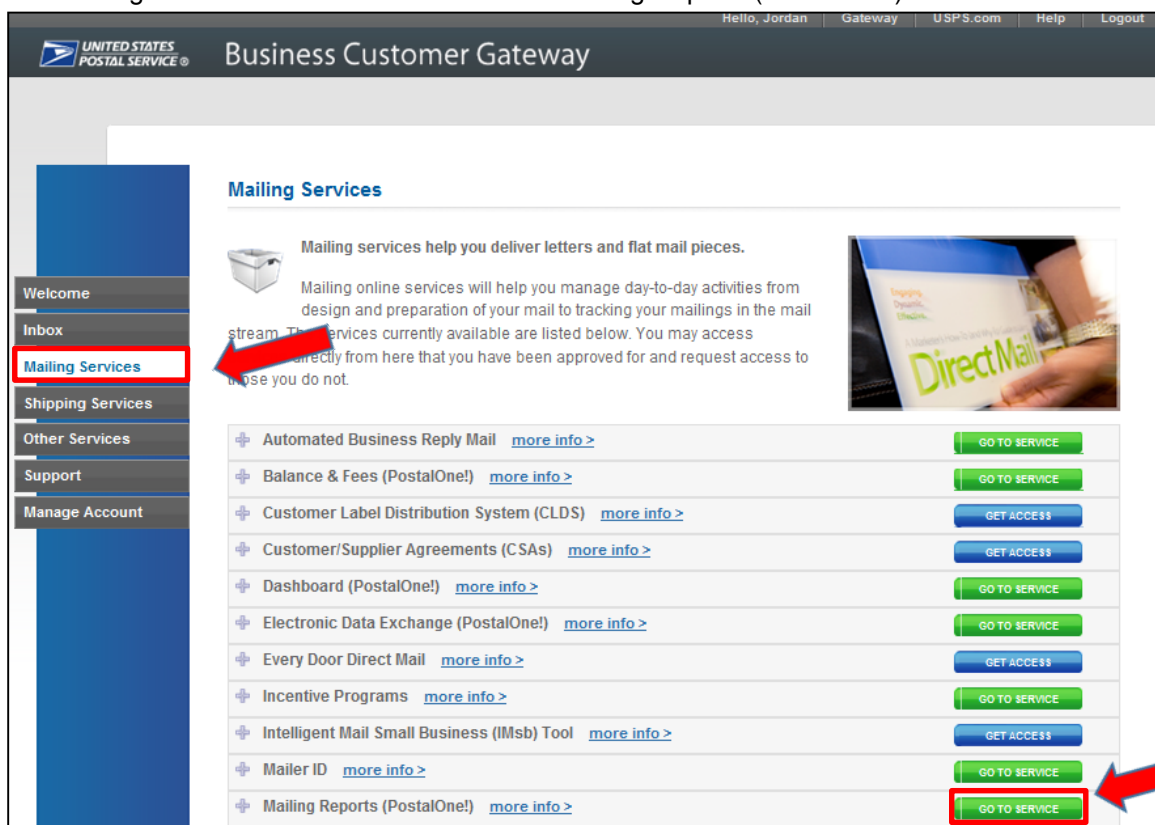
Figure 45: Go to Service Button

2. Click on the link for "Mailer Scorecard" to access Mailer Scorecard:
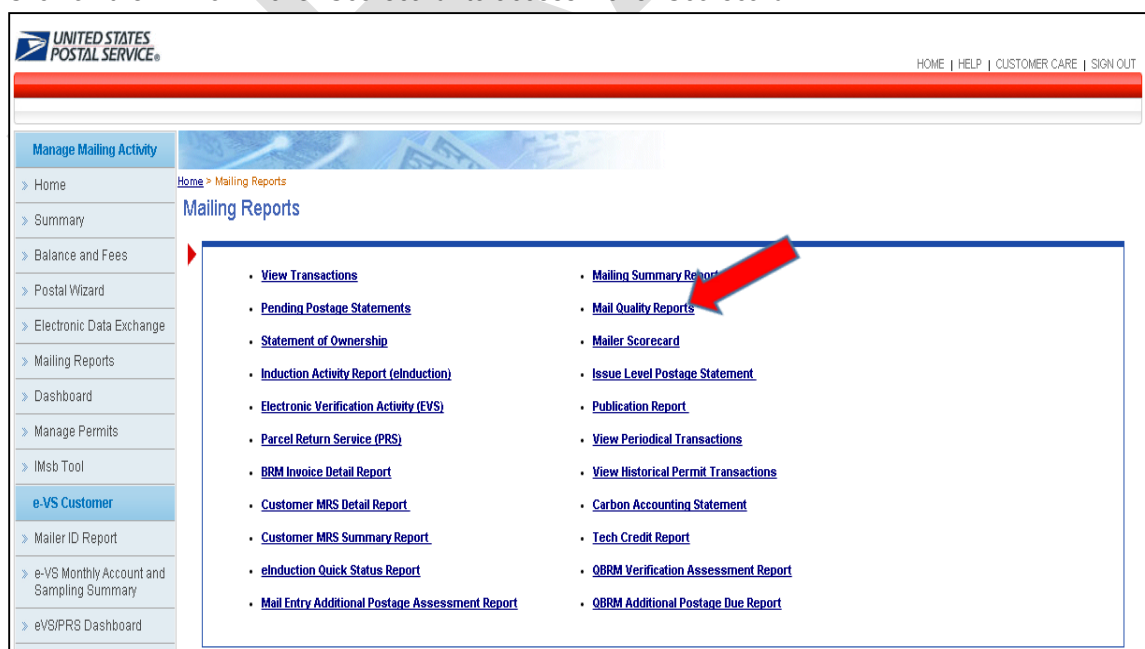
Figure 46: Click on the link for "Mailer Scorecard" to access Mailer Scorecard

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3. Select month(s) to review from the Month Filter by clicking on the arrow key to move desired month to the "Selected" box. Filter to only show postage assessments generated during selected time period:
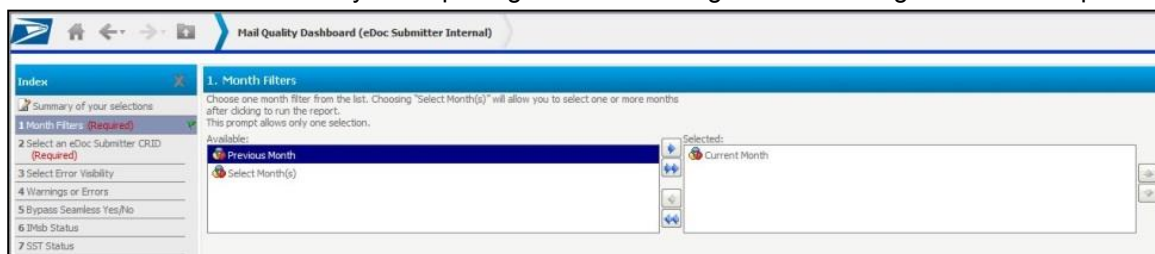
Figure 47: Select Month(s) to Review

4. Select eDoc submitter CRID(s) to display only postage assessments associated to mailer under investigation. To select CRID(s):
   o Enter eDoc submitter CRID in Search for box
   o Click on the 🔍 icon
   o Select CRID from Available results
   o Click on the 🔽 arrow key to move selected month to the selected box
   o Click 'Run Document' at bottom of screen
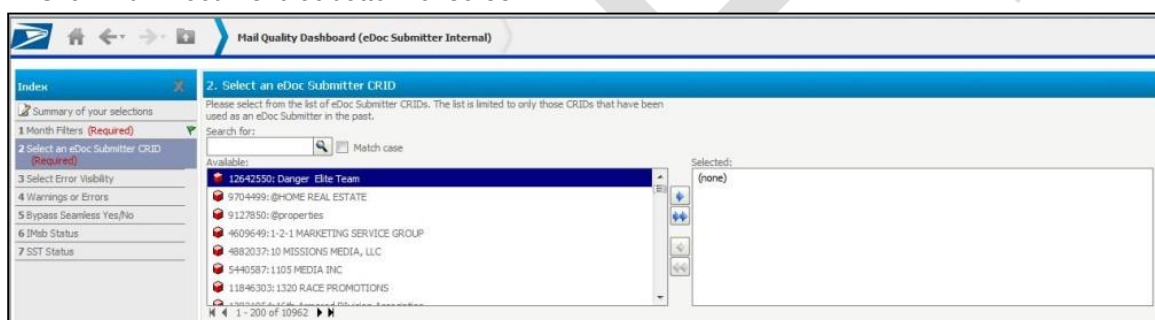
Figure 48: Select eDoc Submitter CRID

5. To view error data, click the appropriate tab for the error type you are reviewing:
   o Full-service information is in the Electronic Verification tab
   o Move Update information is in the Electronic Verification tab
   o Seamless Acceptance information is in the Seamless tab
   o eInduction information is in the eInduction tab
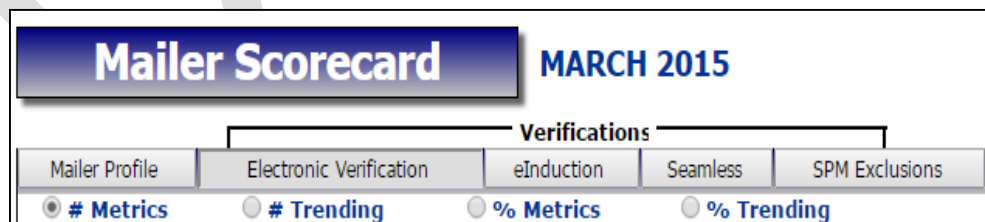
Figure 49: Click the Appropriate Tab

6. To view error details, right click on CRID and select "Drill" then "View Error Details by Error Type":
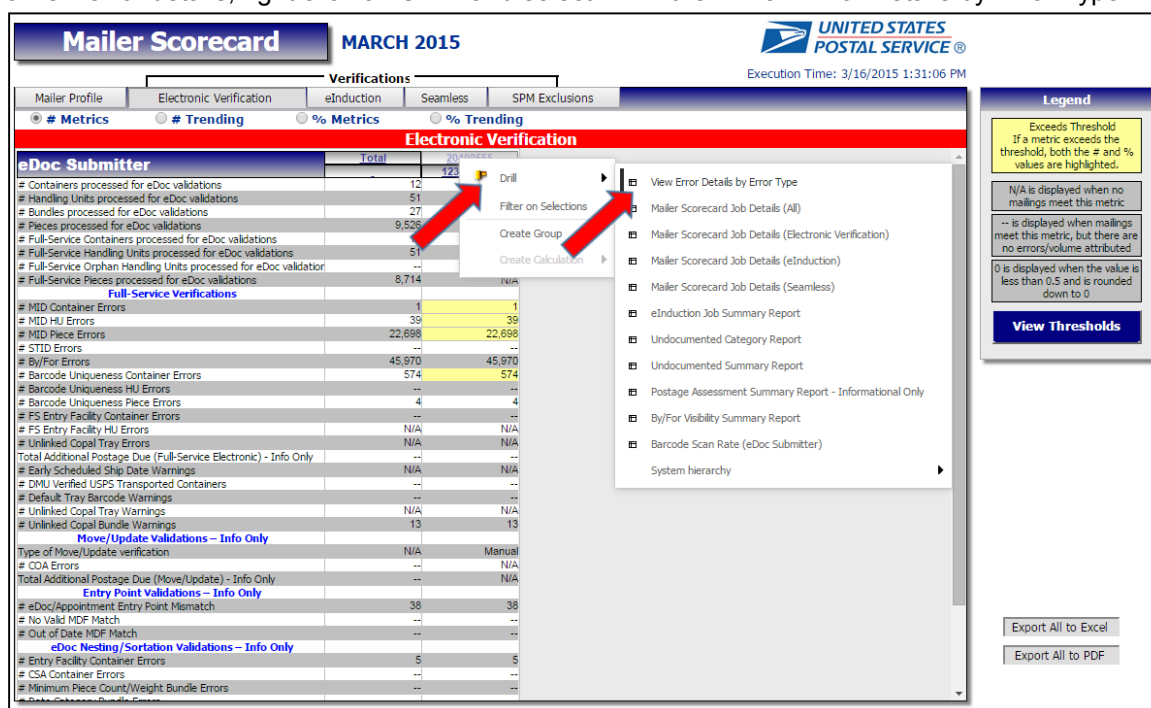

Figure 50: Select "Drill" then "View Error Details by Error Type"

6.4.3 Mailer VAE Requests Review of Postage Assessment (if applicable)

Mailers can request review of any postage assessment with which they disagree but must provide documentation to support their dispute. Upon initiating the review process, the mailer will have the option to select which individual errors they would like the USPS to review. If a review is requested the entire assessment will be placed in review status.

1. Mailer VAE should click on "Request Review" in the Action column next to the postage assessment they would like the USPS to review. Note: If the mailer agrees with the assessment amount, skip these steps and follow the guidance in the next section entitled "Mailer VAE Pays Postage Assessed."
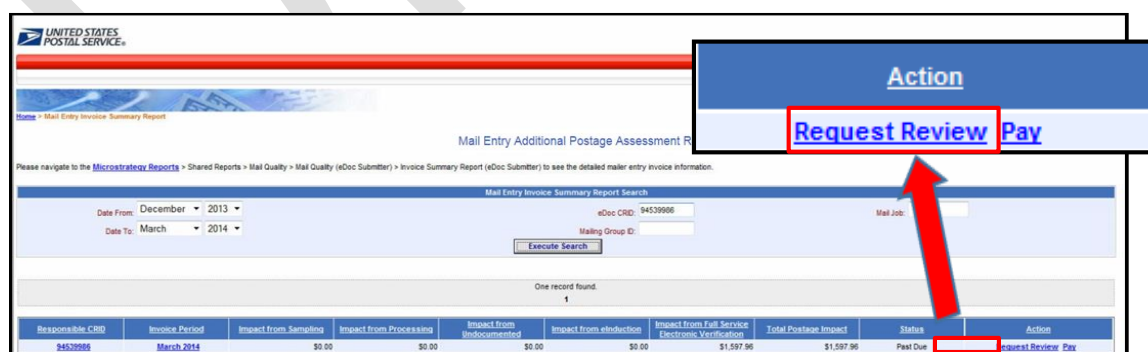
Figure 51: Request Review Button

2. To initiate a review process, select errors to be reviewed by checking the checkbox next to the error, entering the following required information and clicking "Submit:"

   o Contact name
   o Email
   o Phone Number
   o Reason for Requesting Review
   o Note: Once the postage assessment review has been requested, the assessment status is updated to "Dispute Pending" in *PostalOne!* and BMS/BME will contact VAE when review has been performed.

Figure 52: Initiate a Review Process

6.4.4 Mailer VAE Pays Assessed Postage

Mailers are required to pay assessed postage within 10 business days of postage assessment. Once the mailer receives review results for any errors under review, the assessed portion must be paid within three business days.

1. Select action for postage assessment to be paid by clicking on "Pay" next to postage assessment:

Figure 53: Pay Button for Postage Assessment

2. To allocate postage assessment amounts to permits:

   o Select the location where the desired permit is located from the "Location" drop down menu
   o Select the desired permit from the "Permit" drop down menu
   o Enter the amount to pay in the "Amount ($)" field
   o Click "Add." Permits and amounts allocated will show up in the table after you press "Add."
   o Repeat these steps if you wish to utilize more permits and additional amounts until all amounts/permit combinations have been entered.
   o Note: Mailer may split payment of assessment and distribute across any associated permit.

Figure 54: Allocate Postage Assessment Amounts to Permits

3. Review permit allocations and confirm payment:

   o Review permit allocations entered by looking at the table below
   o If an allocation was made incorrectly, click "Remove" next to the incorrect amount to remove payment and add new payment
   o Click "Confirm" once all allocations have been verified to complete payment

Figure 55: Review Permit Allocations and Confirm Payment

4. Mail service providers can request that an additional permit be added as a payment option:

   o This functionality will be added to select internal (i.e., USPS) users with administrative rights
   o They will have the ability to search all permits across the country and add the selected one to the drop down list of permits
   o This will allow an additional permit to be included as a payment option for the assessment

5. Mail owners will receive an automatically generated email when their permit is used to pay for an assessment.
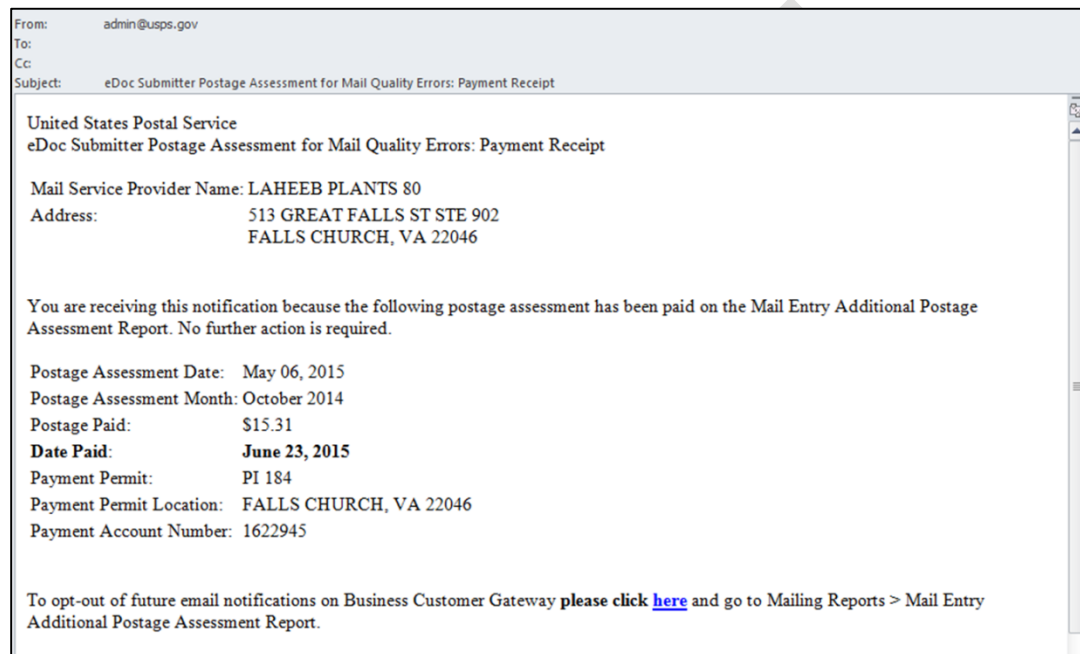

From:	admin@usps.gov
To:	
Cc:	
Subject:	eDoc Submitter Postage Assessment for Mail Quality Errors: Payment Receipt

United States Postal Service
eDoc Submitter Postage Assessment for Mail Quality Errors: Payment Receipt

Mail Service Provider Name: LAHEEB PLANTS 80
Address: 513 GREAT FALLS ST STE 902
                                FALLS CHURCH, VA 22046

You are receiving this notification because the following postage assessment has been paid on the Mail Entry Additional Postage Assessment Report. No further action is required.

Postage Assessment Date: May 06, 2015
Postage Assessment Month: October 2014
Postage Paid: $15.31
Date Paid: **June 23, 2015**
Payment Permit: PI 184
Payment Permit Location: FALLS CHURCH, VA 22046
Payment Account Number: 1622945

To opt-out of future email notifications on Business Customer Gateway **please click here** and go to Mailing Reports > Mail Entry Additional Postage Assessment Report.

Figure 56: Automatically Generated Email when a Permit is Used to Pay an Assessment

6.5 Viewing Assessment Transactions

Once the assessment is paid, mailers can access the transaction history for their permits to view the adjustments associated with Mail Entry Postage Assessments either through the Business Customer Gateway (BCG) or in the Centralized Account Payment System (CAPS). These transactions will display as an adjustment in the transaction reports. Adjustments in the BCG will contain a note in the comments with the Mail Entry Assessment-program type (full-service, Move Update, eInduction, Seamless), and the two digit month and year that the eDoc submitter CRID was assessed. For example, "eInduction 01 15" refers to a postage assessment for eInduction errors above threshold assessed in January 2015. Adjustments in CAPS will contain these comments in the Customer Reference field. The following are the comments that may display:

   o Full-service 01 15 ADJ
   o Move Update 01 15 ADJ
   o eInduction 01 15 ADJ
   o Seamless 01 15 ADJ

The steps below outline how a mailer can access their transaction history through either portal.

6.5.1 Viewing Paid Assessment Transactions through the Business Customer Gateway

Mail service providers and Mail owners can view transactions that have been processed against their permits by logging into the BCG, selecting "Mailer Services" on the left-hand navigation panel, and choosing "Mailing Reports" by selecting the green "Go To Service" button on the right. Then, select "View Transactions," as shown below:
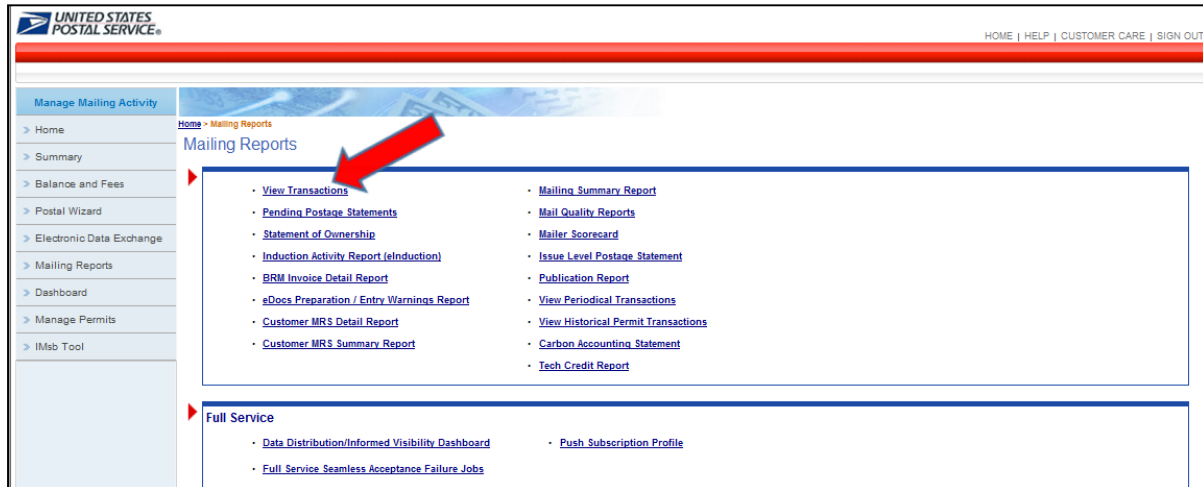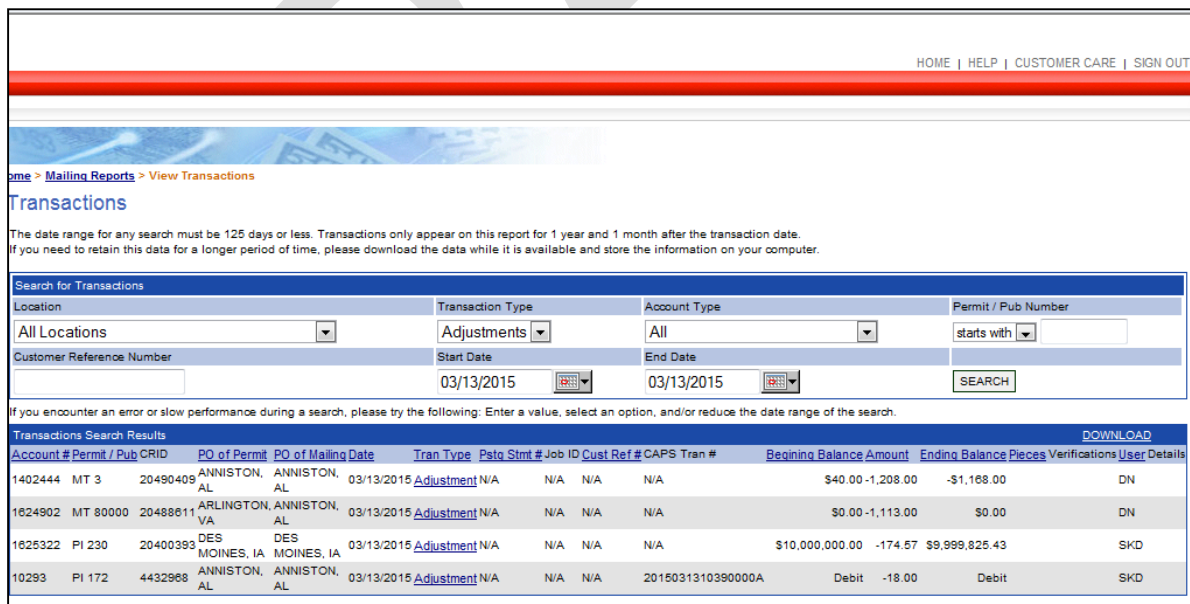

Figure 57: Select "View Transactions

Clicking on View Transactions will display all transactions performed against the permit account (with the option of viewing adjustments only), as shown below:

Figure 58: All Transactions Performed Against the Permit Account

In the example shown below, payment was made for an eInduction assessment in January 2015.

Figure 59: eInduction Assessment Transaction Summary Example

6.5.2 Viewing Paid Assessment Transactions through the Centralized Account Processing System (CAPS)

To view detailed CAPS transactions, customers log into the CAPS system and navigate to "Account Inquiry," enter the account number and password, and click "Get CAPS Account Information."

Figure 60: Viewing Detailed CAPS Transactions

The CAPS transaction summary report will include comments in the customer reference field explaining that the debited amount was associated with the Mail Entry Postage Assessment.

Figure 61: CAPS Transaction Summary Report

This allows mail service providers and Mail owners visibility into adjustments that have been made against their permits in relation to Mail Entry Postage Assessments.

Appendix A: Quick Guide to Thresholds

Thresholds were established for the full-service Electronic Verifications, Move Update, Seamless Acceptance, and eInduction programs by using error data from all mailers participating in those programs. These thresholds were set at an achievable level as demonstrated by mailers within the mailing industry who were participating in the programs.

For each individual error type within a program (full-service, Move Update, eInduction, Seamless Acceptance) data is pulled from all participating mailers. Each mailer, as represented by an individual CRID, had an error percentage determined by each error type in each month if they were actively participating in the program. For example, CRID 123456 which submitted full-service mailings but not eInduction mailings would have an error percentage for each of the three months for barcode uniqueness piece error, an error percentage for STID errors, but not an error percentage for eInduction misshipped errors. Error data is aggregated solely across an eDoc submitter CRID. There is no data aggregation by Mailer ID, Permit, or Mail owner used in setting thresholds.

A statistical analysis was performed to determine both an average and standard deviation for each error type using all available data. The threshold for each error type was set to at least one standard deviation from the average.

The Postal Service has established two mail quality thresholds for each of the Seamless Acceptance and eInduction verifications: the Mailer Contact threshold and the Egregious threshold. Mail quality errors exceeding the Egregious threshold indicate that a mailer has a potentially significant concern for that element of mail preparation. Additional postage is currently being assessed manually for errors above the Egregious threshold if no additional documentation can be provided to support the issue. Mail quality errors exceeding the Mailer Contact threshold indicate that a mailer is not consistently meeting the desired standard for that element of mail preparation. Additional postage will be assessed in the automated postage assessment process for errors above the Mailer Contact threshold. Once the automated postage assessment process is activated, the Egregious threshold will be retired.

For Move Update, an additional level of analysis was performed to compare the threshold to the existing MERLIN process.

Prior to the establishment of these thresholds the methodology and data points were shared and discussed during various MTAC meetings including: MTAC quarterly Open Sessions, WG 143 – Seamless Acceptance, WG 138 – eInduction, UG1 – *PostalOne!* and UG5- Addressing.

Additional information about each error type can be found in the Mail Entry Roadmap located on RIBBS.usps.gov.

Below are the current error type and corresponding thresholds for each program.

Full-Service Thresholds

Full-service verification data is located on the Electronic Verification tab of the Mailer Scorecard

Error Type	Mailer Scorecard Error	Threshold	Description
Valid MID	MID Container	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found
	MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found
	MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found
Valid STID	STID	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece
By/For	By/For	5% *	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc • Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? • Is the mail owner also identified as the mail preparer within the same mailing? • Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? ***A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per mailing**
Unique Barcode	Barcode Uniqueness Container	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc
	Barcode Uniqueness Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc
	Barcode Uniqueness Piece	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique.

Error Type	Mailer Scorecard Error	Threshold	Description
Entry Facility	Entry Facility Container	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service location in the Facility File of the Drop-Ship Product File
Entry Facility	Entry Facility Handling Unit	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File
Unlinked Copal	Unlinked Copal	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units. This was previously called an OCI error.

Table 52: Full-Service Thresholds

Additional information about each error type can be found in the Mail Entry Roadmap (https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf) and Guide to Intelligent Mail for Letters and Flats (https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf) located on RIBBS.usps.gov

Move Update Threshold

Move/Update verification data is located on the Electronic Verification tab of the Mailer Scorecard

Error Type	Threshold	Error Type Description
Move Update	.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date.

Table 53: Move Update Threshold

Additional information about this error type can be found in the Mail Entry Roadmap (https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf) located on RIBBS.usps.gov

Seamless Acceptance Thresholds

Seamless Acceptance verification data is located on the Seamless tab of the Mailer Scorecard, but is only displayed in the eDoc Submitter view. Beginning in May 2015, Mail Owners will have access to the Seamless tab of the Mailer Scorecard. Mail owners will only be able to see results for pieces in which they are identified as the mail owner in eDoc.

Error Type	Threshold	Description
Undocumented	.3%	An Undocumented errors is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement.
Delivery Point	2%	A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing
Nesting/Sortation (Mail Processing Equipment)	1%	A Nesting/Sortation (MPE) error is logged when the scanned Intelligent Mail barcode is found in a reconstructed tray with a different presort level or destination ZIP Code than the nested tray from the eDoc. Trays are reconstructed when 80 or more pieces from the same eDoc tray are scanned in a row on the same piece of MPE.
Nesting/Sortation (Sampling)	PAF 1.05*	A Nesting/Sortation (Sampling) error is logged when the presort level of a sampled piece was incorrectly identified in the eDoc or the presort level of the sampled piece does not match the presort level of the physical handling unit sampled.
Postage (Sampling)		A Postage error is logged when the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc.
Weight (Sampling)		A Weight error is logged when the weight of the sampled piece does not match the weight in the eDoc and crosses a weight category or exceeds a threshold set for pound postage.
Mail Characteristic (Sampling)	PAF 1.05*	A Mail Characteristic error is logged when the sampled piece does not qualify as the type of mailing from the eDoc such as Processing Category, mail class, or nonprofit eligibility.
Barcode Quality (Sampling)	PAF 1.05*	A Barcode Quality error is logged when the scan of the sampled piece had an unreadable barcode or had no barcode on an automation piece.

Table 54: Seamless Acceptance Thresholds

Additional information about each error type can be found in the Mail Entry Roadmap (https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf) and Guide to Seamless Acceptance (https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSeamlessAcceptance.pdf) located on RIBBS.usps.gov

eInduction Thresholds

eInduction verification data is located on the eInduction tab of the Mailer Scorecard. Mail owners will only be able to see eInduction verification results on the Mailer Scorecard for containers where they have pieces in which they are identified as the mail owner.

Error Type	Threshold	Description
(Extra) Undocumented	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not in any eDoc. Mailers have 10 day grace period to upload the eDoc after container is scanned. No additional verifications are performed on Undocumented containers.
Payment	0.0%	A Payment error is logged when the postage statements for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status
Duplicate	0.17%	A Duplicate error is logged when the same IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date. An error is logged for the second and any subsequent containers received on a different appointments.
Misshipped	1.05%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount.
Entry Point Discount (EPD)	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount.
Zone Discount (Periodicals and BPM Only)	0.01%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount.

Table 55: eInduction Thresholds

Additional information about each error type can be found in the Mail Entry Roadmap (https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailEntryRoadmap.pdf) and Guide to eInduction (https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/Guide_to_eInduction.pdf) located on RIBBS.usps.gov

Appendix B: Quick Guide to Assessable Metrics – Full-Service, Move Update, eInduction, and Seamless Acceptance

The tables below list all assessable errors by USPS program. Mail owners will only see results for mailpieces, handling units, and containers where they are identified as the mail owner when they are correctly identified as the mail owner in the By/For fields within the electronic documentation (eDoc).

Full-Service Intelligent Mail

Full-service verification data is located on the Electronic Verification tab of the Mailer Scorecard. For more detail, please see the Guide to Intelligent Mail on RIBBS.

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Valid MID	MID Container	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found. This error is logged at the container level. This error is derived from eDoc only.	$$\frac{\text{FS Containers with MID Errors}}{\text{Total FS Containers Submitted in eDoc}}$$	For containers in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the container in error is part of a logical container, each piece within the logical container is assessed the full service discount amount.
Valid MID	MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found. This error is logged at the handling unit level. This error is derived from eDoc only.	$$\frac{\text{FS Handling Units with MID Errors}}{\text{Total FS Handling Units Submitted in eDoc}}$$	For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Valid MID	MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found. This error is logged at the piece level. This error is derived from eDoc only.	$$\frac{\text{FS Pieces with MID Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$	Each piece in error over the threshold is assessed the full service discount amount, based on the mail class of the piece.
Valid STID	STID	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece. This error is logged at the piece level. This error is derived from eDoc only.	$$\frac{\text{FS Pieces with STID Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$	Each piece in error over the threshold is assessed the full service discount amount, based on the mail class of the piece.
By/For	By/For	5% *	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc. Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? Is the mail owner also identified as the mail preparer within the same mailing? Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? This error is logged at the piece level. This error is derived from eDoc only.	$$\frac{\text{FS Pieces with By/For Errors}}{\text{Total FS Pieces Submitted in eDoc}}$$	Each piece in error over the threshold is assessed the full service discount amount, based on the mail class of the piece. Pieces with multiple by/for errors will only be assessed once.

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Unique Barcode	Barcode Uniqueness Container	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode found in the edoc is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc. This error is logged at the container level. This error is derived from eDoc only.	Containers with Barcode Uniqueness Container Errors --- Total FS Containers Submitted in eDoc	For containers in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the container in error is part of a logical container, each piece within the logical container is assessed the full service discount amount.
Unique Barcode	Barcode Uniqueness Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode found in the edoc is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc. This error is logged at the handling unit level. This error is derived from eDoc only.	Handling Units with Barcode Uniqueness Handling Unit Errors --- Total FS Handling Units Submitted in eDoc	For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Unique Barcode	Barcode Uniqueness Piece	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique. This error is logged at the piece level. This error is derived from eDoc only.	$\dfrac{\text{FS Pieces with Barcode Uniqueness Piece Errors}}{\text{Total FS Pieces Submitted in eDoc}}$	Each piece in error over the threshold is assessed the full service discount amount, based on the mail class of the piece.
Entry Facility	Entry Facility Container	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service location in the Facility File of the Drop-Ship Product File. This error is logged at the container level. This error is derived from eDoc only.	$\dfrac{\text{FS Containers with Entry Facility Errors}}{\text{Total FS Containers Submitted in eDoc}}$	For containers in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the container in error is part of a logical container, each piece within the logical container is assessed the full service discount amount.

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Entry Facility	Entry Facility Handling Unit	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File. This error is logged at the handling unit level. This error is derived from eDoc only.	$$\frac{\text{FS Orphan Handling Units with Entry Facility Errors}}{\text{Total FS Orphan Handling Units Submitted in eDoc}}$$	For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.
Unlinked Copal	Unlinked Copal	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet. This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units. This was previously called an OCI error. This error is derived from eDoc only.	$$\frac{\text{Trays or Virtual Sacks with Unlinked Copal Errors}}{\text{FS Trays or Virtual Sacks}}$$	For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece. If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.

Table 56: Full-Service

* A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per mailing

Move Update

Move/Update verification data is located on the Electronic Verification tab of the Mailer Scorecard. The error calculation only applies to those who submit over 75% Full Service Pieces. For more detail, please see the Guide to Intelligent Mail on RIBBS.

Error Type	Threshold	Description	Calculation	Postage Assessment
Move Update	.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date. This error is derived from scans.	Change of Address Errors -- Move Update Eligible Pieces	The pieces in error above the threshold will be assessed the appropriate Move Update surcharge.

Table 57: Move Update

eInduction

eInduction verification data is located on the eInduction tab of the Mailer Scorecard. Mail owners will only be able to see eInduction verification results on the Mailer Scorecard for containers where they have pieces in which they are identified as the mail owner. For more detail, please see the Guide to eInduction on RIBBS.

Error Type	Threshold	Description	Calculation	Postage Assessment
(Extra) Undocumented	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not in any eDoc. Mailers have a 10 day grace period to upload the eDoc after container is scanned. No additional verifications are performed on Undocumented containers. This error is derived from scans.	# of scanned containers with undocumented errors ———————————————— # of scanned containers (documented and undocumented)	Each container above the threshold will be assessed the 30-day average postage for all containers and mail classes mailed by the eDoc submitter CRID. Note: Seamless mailers will not be assessed for eInduction Undocumented errors

Error Type	Threshold	Description	Calculation	Postage Assessment
Payment	0.0%	A Payment error is logged when the postage statements for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status. This error is derived from scans.	$$\frac{\text{\# of scanned containers with payment errors}}{\text{\# of scanned containers (documented and undocumented)}}$$	Each container above the threshold will be assessed the appropriate container charge as found on the unfinalized postage statement. Note: Seamless mailers will not be assessed for eInduction Payment errors
Duplicate	0.17%	A Duplicate error is logged when the same physical container barcode IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date and has not been included in edoc. An error is logged for the second and any subsequent containers received on different appointments. This error is derived from scans.	$$\frac{\text{\# of scanned containers with duplicate errors}}{\text{\# of scanned containers (documented and undocumented)}}$$	Additional postage will be determined by applying the postage paid for the original instance of the duplicate container to all subsequent duplicates. Only containers over the threshold will be assessed.
Misshipped	1.05%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount. This error is derived from scans.	$$\frac{\text{\# of scanned containers with misshipped errors}}{\text{\# of scanned containers (documented and undocumented)}}$$	Additional postage will be determined by re-calculating the postage with entry discount ="None" and calculating the difference between the postage paid and the recalculated postage. The new postage amounts will the difference between the correct postage and the postage paid. Only containers over the threshold will be assessed.

Error Type	Threshold	Description	Calculation	Postage Assessment
Entry Point Discount (EPD)	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount. This error is derived from scans.	$$\frac{\text{\# of scanned containers with EPD errors}}{\text{\# of scanned containers (documented and undocumented)}}$$	Additional postage will be determined by re-calculating the postage with the correct entry discount and calculating the difference between the postage paid and the recalculated postage. The new postage amount will be the difference between the correct postage and the postage paid. Only containers over the threshold will be assessed.
Zone Discount (Periodicals and BPM Only)	0.01%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount. This error is derived from scans.	$$\frac{\text{\# of scanned containers with zone discount errors}}{\text{\# of scanned containers (documented and undocumented)}}$$	Additional postage will be determined by re-calculating the postage with correct zone discount and calculating the difference between the postage paid and the recalculated postage. The new postage amounts will be the difference between the correct postage and the postage paid. Only containers over the threshold will be assessed.

Table 58: eInduction

Seamless Acceptance

Seamless Acceptance verification data is located on the Seamless tab of the Mailer Scorecard, but is only displayed in the eDoc Submitter view. Beginning in May 2015, mail owners will have access to the Seamless tab of the Mailer Scorecard. Mail owners will only be able to see results for pieces in which they are identified as the mail owner in eDoc. For more detail, please see the Guide to Seamless Acceptance on RIBBS.

Error Type	Threshold	Description	Calculation	Postage Assessment
Undocumented	.3%**	An Undocumented error is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement. This error is derived from scans.	$$\frac{\text{MPE Undocumented pieces} + \text{Sampling Undocumented Pieces}}{\text{MPE Undocumented Pieces} + \text{Sampling Undocumented Pieces} + \text{Pieces in eDoc that received an MPE scan}}$$	Each piece in error above the threshold will be assessed the current month average postage paid by mail class for the CRID to which the undocumented piece has been associated. If the current month average postage cannot be determined for the mail class and CRID then the previous month average postage should be used. If an average postage paid cannot be determined for either the current or previous month for a mail class for the CRID then the average postage by mail class for all eDoc Submitters for the previous month will be used.
Delivery Point	2%	A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing. This error is derived from eDoc only.	$$\frac{\text{Pieces with delivery point errors}}{\text{Total pieces submitted in eDoc}}$$	Each piece in error above the threshold will lose the automation discount and will be charged the appropriate non-auto rate for the mail class, processing category, and weight as identified in eDoc. The assessment will calculate the difference between the original piece postage and the new piece postage.

Error Type	Threshold	Description	Calculation	Postage Assessment
Nesting/Sortation (Mail Processing Equipment)	1%	A Nesting/Sortation (MPE) error is logged when the scanned Intelligent Mail barcode is found in a reconstructed tray with a different presort level or destination ZIP Code than the nested tray from the eDoc. Trays are reconstructed when 80 or more pieces from the same eDoc tray are scanned in a row on the same piece of MPE. This error is derived from scans.	$$\frac{\text{Pieces with MPE nesting/sortation errors}}{\text{Total pieces submitted in eDoc}}$$	Each piece in error above the threshold will be charged at the appropriate mixed rate (Mixed AADC/Mixed ADC) by mail class, processing category and weight as identified in eDoc. The assessment will calculate the difference between the original piece postage and the new piece postage.
Nesting/Sortation (Sampling)	PAF 1.05***	A Nesting/Sortation (Sampling) error is logged when the presort level of a sampled piece was incorrectly identified in the eDoc or the presort level of the sampled piece does not match the presort level of the physical handling unit sampled.	$$\frac{\substack{\text{Sum of Adjusted Postage for pieces sampled with}\\ \text{statistically significant sampling errors (postage,}\\ \text{weight) + eDoc postage for pieces sampled not in}\\ \text{error + eDoc postage for pieces with sampling}\\ \text{errors not statistically significant}}}{\text{Sum of eDoc Postage for all sampled pieces}}$$	Each piece in error will be charged at the appropriate mixed rate (Mixed AADC/Mixed ADC) by mail class, processing category and weight as identified in eDoc. The new piece rates will be factored into the PAF calculation. For more information on how the PAF is calculated and assessed, please refer to the Seamless Guide.

Error Type	Threshold	Description	Calculation	Postage Assessment
Postage (Sampling)	PAF 1.05***	A Postage error is logged when the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc. This error is derived from scans.	Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors (postage, weight) + eDoc postage for pieces sampled not in error + eDoc postage for pieces with sampling errors not statistically significant —————————————— Sum of eDoc Postage for all sampled pieces	If the postage affixed on the piece is different than the postage affixed in eDoc, the additional postage for each piece will be determined by calculating the delta between the postage affixed and the eDoc postage. If the eDoc claimed that postage was affixed and the sample postage payment method does not require postage to be affixed, then additional postage due will be the amount of affixed postage claimed in eDoc. Note: Ad percentage is not recalculated The new piece rates will be factored into the PAF calculation. For more information on how the PAF is calculated and assessed, please refer to the Seamless Guide.
Weight (Sampling)	PAF 1.05***	A Weight error is logged when the weight of the sampled piece does not match the weight in the eDoc and crosses a weight category or exceeds a threshold set for pound postage. This error is derived from scans.	Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors (postage, weight) + eDoc postage for pieces sampled not in error + eDoc postage for pieces with sampling errors not statistically significant —————————————— Sum of eDoc Postage for all sampled pieces	Pieces in error will be charged using the rate of sampled piece weight by mail class and processing category as identified in eDoc. The new piece rates will be factored into the PAF calculation. For more information on how the PAF is calculated and assessed, please refer to the Seamless Guide.

Error Type	Threshold	Description	Calculation	Postage Assessment
Mail Characteristic (Sampling)	PAF 1.05***	A Mail Characteristic error is logged when the sampled piece does not qualify as the type of mailing from the eDoc such as Processing Category, mail class, or nonprofit eligibility. This error is derived from scans.	Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors + eDoc postage for pieces sampled not in error + eDoc postage for pieces with sampling errors not statistically significant ————— Sum of eDoc Postage for all sampled pieces	Processing Category errors: Piece price is recalculated using the sampled processing category Standard Mail Eligiblity errors: Will be charged at first class rate Non-Profit Eligibility errors: Will lose the non-profit discount The new piece rates will be factored into the PAF calculation. For more information on how the PAF is calculated and assessed, please refer to the Seamless Guide.
Barcode Quality (Sampling)	PAF 1.05***	A Barcode Quality error is logged when the scan of the sampled piece had an unreadable barcode or had no barcode on an automation piece. This error is derived from scans.	Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors + eDoc postage for pieces sampled not in error + eDoc postage for pieces with sampling errors not statistically significant ————— Sum of eDoc Postage for all sampled pieces	Pieces in errors will lose the automation discount and the Full Service discount, and will be charged the non-auto rate. The new piece rates will be factored into the PAF calculation. For more information on how the PAF is calculated and assessed, please refer to the Seamless Guide.

Table 59: Seamless Acceptance

** Note: As of July 1, 2015 the undocumented threshold has been reduced to .3%

***Three postage adjustment factors, or PAFs—General (for sampling nesting/sortation errors, postage errors, and weight errors), Mail Characteristic and Barcode Quality—are applied to Seamless Acceptance sampling verification.